Philippa Robinson
CDP Research & Evidence AsstHd
Chief of Defence Personnel (CDP)
Ministry of Defence
Main Building (06/A/32)
Whitehall
London SW1A 2HB
United Kingdom

Telephone +44 (0)20 7218 7052
E-mail   PERSTRG-STRATPROG-SPRDETL@MOD.UK

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NEW EMPLOYMENT MODEL (NEM) – CONSULTATION – PHASE 2 SURVEY

The attached report, from Ipsos MORI, represents the quantitative research conducted for Phase 2 of NEM consultation with Service personnel.

This research was conducted on behalf of Chief of Defence Personnel in order to support the evidence-based approach to policy development on the NEM programme. The MOD Research Ethics Committee (MODREC) approved the design and delivery of the survey.

The Survey, on which the results of the research are based, sought to elicit the opinions of Service personnel against a specific set of evidence requirements on themes such as home ownership and Service accommodation, overseas service, retention etc. This research is not the only source of evidence used on the NEM programme; the evidence base includes annual attitude surveys like AFCAS and FAMCAS as well as other dedicated research.

As the survey was based on a representative sample of Service personnel, the results from this Survey provide us with more objective evidence than that from the earlier stages of the data collection and the results are statistically representative.

If you wish to use the information in this report you are recommended to contact Philippa Robinson, the responsible statistician for this survey, who can provide further advice on how to interpret these findings. As there are strict guidelines around the use of official statistics, if you wish to use the results externally please contact Philippa Robinson with regards to this.

Phillipa Robinson

Attachment:

Ipsos MORI Report - New Employment Model Survey of Service Personnel

New Employment Model

Survey of Service Personnel

Anna Beckett, Anne Charlton & Alpha Parish

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Summary

1 Summary

Ipsos MORI was commissioned to design and analyse data from a survey of Service Personnel to explore attitudes towards current service employment conditions and reactions to proposals for revised service conditions proposed under the New Employment Model. The fieldwork for the survey was carried out by MOD using a combined online and postal methodology.

Fieldwork was carried out between 12 November 2013 and 22 January 2014. The target population for this survey was UK trained, regular Armed Forces personnel, including Gurkhas, who have address details recorded on the Joint Personnel Administration (JPA) system, excluding Special Forces and, for the RN, RM, and RAF, excluding personnel that were shown as deployed at the time the survey sample was drawn from JPA. The total sample consisted of 16,372 personnel.

In total 7,927 responses were returned (excluding duplicates and wholly incomplete forms), giving an overall response rate of 48%. Survey data were weighted by rank (Officer or Other Ranks) within each single Service to correct for the bias caused by such over or under-representation.

1.1 Accommodation

The most common type of accommodation used by Service Personnel is Service Family Accommodation, with 41% saying this is where they live at weekends or when on leave

Almost a third (30%) of personnel live in their own home which they are buying on mortgage, however, around a quarter (27%) think that they wouldn't be able to afford a mortgage on a suitable property based on current circumstances

The key advantages of living in service accommodation are that it is low cost (40%) and close to work (23%)

The key disadvantages are the standard of maintenance (15%), lack of choice (14%) and size (10%) of accommodation

The most important factor when choosing new service accommodation would be its condition (ranked as the top priority by 53%)

Nearly two thirds of Service Personnel think if entitlement to service accommodation was extended it should be extended to unmarried partners with children (64%), with this group mentioned more than any other

Closeness to work (21%) and broadband internet access (18%) are the things which are most important in terms of location of their property

Service personnel want more information from the Services about Government help-to-buy schemes (76%) and mortgages (67%) particularly, and they want more information from Service sources than they currently feel they are getting. A quarter (24%) say they would like to use the Joint Service Housing Advice Office (JSHAO) for information and advice on non-Service housing in the future and 25% saying they would like to use the Unit Welfare Office, compared with four percent and six percent who use them currently

When receiving information from Service sources, there is a preference for face-to-face advice (50% for JSHAO and 54% if using the Unit Welfare Office), although most currently use non-Service sources, getting their information from the internet (53%)

1.2 Family life

Around half (48%) of Service Personnel have children aged under 16 living with them

The most common form of childcare is using friends or relatives (36%). Nurseries (27%) and school clubs (22%) are used by around a quarter

Generally personnel are satisfied with the quality and location of childcare services in their area (57% and 55% respectively) but cost and flexibility are an issue (56% and 35% respectively are dissatisfied)

Around half (47%) of Service Personnel in long-term relationships have a partner in full-time work

Only a small minority of partners are unemployed and available for work (six percent)

1.3 Overseas postings

Around half (52%) of Service Personnel have undertaken an overseas posting in their careers

Three in five (61%) Service Personnel say they are keen to take up an overseas posting

Key advantages are seen to be the ability to live (87%) and work (73%) in a different country, and develop a broader career profile (64%)

Key disadvantages are perceived to be separation from, or disruption of, family life (52% say they do not want to be separated from their family, 47% that it would make it difficult for their partners to work and 39% that it would disrupt their children's education)

1.4 Allowances

Most Service Personnel agree that it is difficult to find out what allowances they are entitled to (74% agree) and disagree that they understand what they can claim (53% disagree)

The systems and regulations surrounding allowances are felt to be difficult to use (45% agree it is difficult to use JPA, 52% that they find the regulations difficult to understand), although Unit Admin staff are generally thought to provide helpful advice (39% agree versus 36% who disagree)

More Service Personnel agree they use Unit Admin staff to help with most claims they make, than disagree (46% versus 30%)

The majority support maintaining the current system of Local Overseas Allowance in preference to the proposed change of front-loading payments (62% versus 21%)

However, more people support the proposal for changing Disturbance Allowance to a system of differential payments based on location than support the current system (48% versus 42%)

1.5 Training and education

Around half (54%) of Service Personnel find the idea of reducing residential course time through e-learning appealing, with a quarter (25%) saying this does not appeal

Around half (51%) agree that e-learning is a good way to develop new skills, with slightly fewer (41%) saying they like to access e-learning from home

Only a third (35%) agree that they have sufficient time to complete e-learning at work

Around a third (34%) of Service Personnel have used Standard or Enhanced Learning Credits (SLC/ELC)

The key reason for not using SLCs/ELCs is lack of time to study (cited by 40%)

1.6 Flexible working

There is currently a very small proportion of Service Personnel who have applied for flexible working arrangements (five percent), although there is clear appetite for this to increase in the future with 23% saying they would definitely be interested and a further 37% saying they would possibly be interested in applying

Most of those who apply are accepted (76%), with variable start or finish times (three percent) and working from home (two percent) the most requested options

Awareness of the guidance around flexible working arrangements is low, with three quarters (76%) of Service Personnel having not heard of this

1.7 Joining the Armed Forces

The majority (60%) of Service Personnel said their highest qualification held on joining was NVQ Level 1-2: the equivalent of GCSEs, CSEs or O-Levels

Around half (48%) of Service Personnel had a driving licence before they joined the Armed Forces

Having to undertake a vocational or academic qualification selected by the Services of more than one year in duration was the only suggestion where more Service Personnel said it would have made them less likely to join than said it would not make a difference (37% said it would make them less likely to join versus 31% who said it would make no difference), compared with undertaking a vocational or academic qualification selected by the Services of one year only in duration (31% said they would be less likely to join versus 36% who said it would make no difference), or obtaining a standard driving licence at their own expense (27% said it would make them less likely to join versus 59% who said it would make no difference)

Having to obtain a driving licence before joining was the least likely to put them off joining (27% said it would make them less likely to join)

Background and methodology

2 Background and methodology

2.1 Background

Ipsos MORI was commissioned to design and analyse data from a survey of Service Personnel to explore attitudes towards current service employment conditions and reactions to proposals for revised service conditions proposed under the New Employment Model (NEM). The fieldwork for the survey was carried out by MOD.

The main objective of the survey is to collect data that can be used in developing future personnel policies.

2.2 Methodology

The survey was bimodal - conducted using a combined postal and online methodology. Fieldwork was carried out between 12 November 2013 and 22 January 2014. Links to the online questionnaire were sent to all Service Personnel in the sample at the beginning of the fieldwork period. Copies of the questionnaire, including the participant information sheet outlining the purpose of the survey and ways to take part, were sent to all respondents two weeks into the fieldwork period. The questionnaire is included as Appendix A of this report.

The target population for this survey was UK trained, regular Armed Forces personnel, including Gurkhas, who have address details recorded on the Joint Personnel Administration (JPA) system, excluding Special Forces and, for the RN, RM, and RAF, excluding personnel that were shown as deployed at the time the survey sample was drawn from JPA. Both males and females were included in this survey although the sample was not specifically stratified by gender.

The total sample consisted of 16,372 personnel. Questionnaires were issued to Service personnel selected under a (disproportionate) stratified simple random sampling process. The sample was stratified by Service and rank (at Officer / Other Rank level).

The samples were designed to provide sufficient responses to yield estimates with a confidence interval[1] of no more than +/-3 percentage

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[1] When looking at the findings for the population as a whole, or for sub-groups, it is important to note that as this is a sample survey each percentage quoted is an estimate of what the population would say if every eligible person was interviewed. We have used a 95% confidence interval. This means that if 100 sample surveys were conducted, for 95 of the

points by Officer/Rank status and Service, taking into account the differential response rates in these groups typically observed in AFCAS. Some questions, where filtering has been applied, or with higher levels of item non-response, may have larger confidence intervals. For more information on statistical reliability and the confidence intervals of the sample, please see Appendix B.

In total 7,927 responses were returned (excluding duplicates and wholly incomplete forms), giving an overall response rate of 48%. The table below contains detailed information on the number of questionnaires issued and received along with corresponding response rates.

Figure 2.1 – Response rates by Service and rank group

Service		Sample size	Surveys returned	% response rate
Royal Navy (RN)	Officers	1505	1053	70%
	Other ranks	2683	1105	41%
Royal Marines (RM)	Officers	696	344	49%
	Other ranks	1600	585	37%
Army	Officers	1855	1360	73%
	Other ranks	4087	1124	28%
Royal Air Force (RAF)	Officers	1646	1088	66%
	Other ranks	2300	1163	51%
Total	Officers	5702	3845	67%
	Other ranks	10,670	3977	37%

Due to the sample design and the differences in prevalence of non-response between the Service and rank strata, the distribution of characteristics amongst respondents did not reflect the distribution in the whole Armed Forces population. This means that some types of personnel were over-represented and others under-represented in the raw data. Therefore the survey data were weighted by rank (Officer or Other Rank) within each single Service to correct for the bias caused by such over or under-representation.

The weights were calculated simply by: Population size within weighting class (p) / 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 that we assume that within a

samples the true population figure would sit within 3 percentage points of the results in this report for officer/other ranks within Service.

single weighting class the views of non-respondents do not differ (on average) to the views of respondents.

Analysis of the data is based on all valid responses, excluding not stated responses. 'Don't knows' are also excluded, except where the percentage of 'Don't knows' was greater than five percent in the unweighted data; this will be indicated in the base description. This is consistent with data reporting in the AFCAS and FAMCAS surveys carried out on an annual basis by MOD. This means base sizes will vary and are indicated for each piece of analysis.

A further explanation of statistical reliability is appended in Appendix B, but it should be remembered at all times that a sample, rather than the entire population of Service Personnel, has taken part in the survey. As a consequence, all results are subject to sampling tolerances, which means that not all differences in the figures are significant. All differences reported in the text are statistically significant unless otherwise stated. When a difference is described as statistically significant this is at the 95% level of confidence.

2.3 Structure of this report

The report begins with technical details relating to the conduct of the survey, including sampling approach and response rates. The report covers:

accommodation;

family life;

overseas postings;

allowances;

training and education;

flexible working; and

joining the Armed Forces.

Full data tables and topline results from the survey can be found under separate cover.

2.4 Acknowledgements

Ipsos MORI would like to thank all the respondents to the survey without whose valuable input the research would not have been possible.

Accommodation

3 Accommodation

Service Personnel currently have a range of options in terms of accommodation. Service-provided housing; Single Living Accommodation (SLA) and Service Family Accommodation (SFA) are available, but currently there are strict rules determining who is eligible for either.

This chapter examines attitudes towards service accommodation and information-seeking behaviour about accommodation. It also explores some aspects of financial perception, such as saving behaviours, in order to contextualise the financial circumstances of Service Personnel.

3.1 Accommodation usage

Main place of residence

The main place of residence was defined as that where Service Personnel normally spend weekends and leave. The majority (41%) of personnel live in Service Family Accommodation (SFA), with a further 17% in Single Living Accommodation (SLA). Outside of service-provided accommodation 37% live in their own homes, with the majority living in a home which they are buying on mortgage (30% overall).

Figure 3.1 – Main place of residence

Q. Which of the following best describes the main place you live?

■ Service family accommodation

■ Own home (buying on mortgage)

■ Single living accommodation

■ With parents or other relatives in their home

■ Own home (rented)

■ Own home (owned outright)
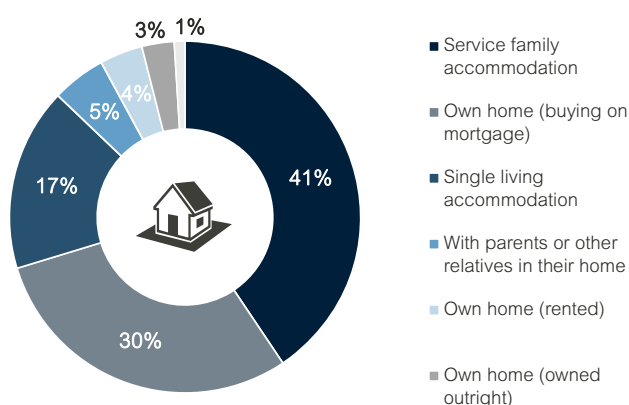
Base: All Service Personnel answering (7,828)   Note: **any mentions <1% have been excluded**

Residence in SFA is highest amongst the Army (48%) and the RAF (38%) compared with the average of 41%. Similarly SLA is most likely to be the main place of residence for Army and Royal Marines personnel (both 20% versus 17% on average), with Navy personnel less likely than average to live in SLA (nine percent versus 17%).

Those in the Royal Navy are most likely to live in their own home, which they are buying on a mortgage (52%). Army personnel are less likely than any of

the other forces to own their own home with a mortgage (21% compared with 43% of Royal Marines and 36% of RAF personnel).

Officers are most likely to own their own home outright or on mortgage (37% and five percent respectively), with Other Ranks being more likely to live in SLA or with their parents/relatives in their home (18% and five percent respectively). Use of SFA however is similar for both groups.

Over two-fifths of men live in SFA (42% compared with 34% of women).

As may be expected, given the entitlement to SFA, Service Personnel with children are more likely to live in SFA (55%) than those without (19%). Those *without* children are more likely to live in:

> SLA (32%) versus seven percent of parents

> With their parents/relatives (10%) versus one percent of parents

> In a home that they rent (six percent) versus three percent of parents

> With a partner in their home (two percent) versus less than one percent of parents

Likelihood to live in SFA increases with age, peaking at 35-39 years old (53%), declining again toward the older age groups. Personnel over 40 years old are most likely to have a main residence which is their own home (buying on mortgage) or which they own outright. Conversely, 16-24 year old personnel are most likely to live in SLA (50%), as well as with parents/relatives in their own home (21%).

Reflecting the eligibility criteria, Personnel who are married or in civil partnerships are most likely to live in SFA (61%), although some who are separated (12%) and divorced (13%) also remain in SFA (compared with three percent of single people and two percent of those in long term relationships who are not married). Those in long term relationships but not married, and those who are divorced are significantly more likely than others to mainly reside in a home that they are buying with a mortgage (39% and 40% respectively, compared with 30% overall). As can be seen in the chart below, use of other accommodation types also varies by relationship status.

Figure 3.2 – Main place of residence by relationship status

Q. Which of the following best describes the main place you live?

■ % all in a long-term relationship   ■ % all not in a long-term relationship

Service Family Accommodation (SFA)
- 50%
- 6%

Own home (buying on mortgage
- 32%
- 20%

Single Living Accommodation (SLA)
- 7%
- 53%

With parents or other relatives in their home
- 2%
- 13%

Own home (rented)
- 4%
- 5%

Own home (owned outright)
- 3%
- 2%

Partner/wife/girlfriend's house
- 1%
- 1%

Note: any mentions <1% have been excluded
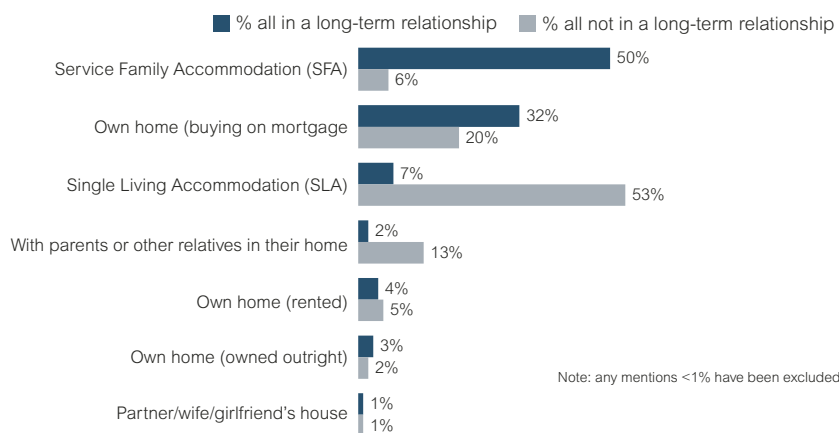
Base: All Service Personnel answering excluding don't know: those in a long-term relationship (6,336); those not in a long-term relationship (1,451)

This means that nearly everyone (96%) using SFA as their main residence is married or in a civil partnership. Nearly half of Personnel using SLA as their main accommodation are single (47%), and a further quarter (25%) are in long term relationships (but not married).

Mortgages on non-residence properties

Three in ten Service Personnel have a mortgage on a property that is not the place that they live.

Figure 3.3 – Mortgage on non-residence property

Q. Do you currently own, or have a mortgage on, a property that is not a place where you live?

Yes — 30%

No — 70%
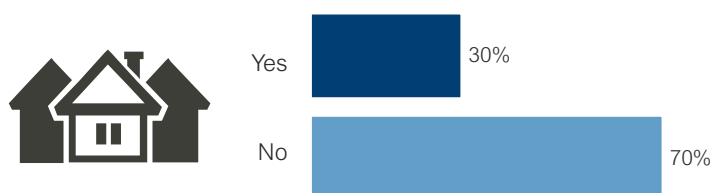
Base: All Service Personnel answering excluding don't know (7,870)

Royal Navy personnel are less likely than any other force to have a mortgage on a property where they don't live (24% compared with 32% Army, 30% RAF and 29% Royal Marines).

Officers make up the bulk of personnel who have a mortgage on a non-residence (47% compared with 27% of Other Ranks). This also corresponds with age of personnel, as seen in Figure 3.4 with likelihood to own a property that is not their residence increases with age, until Officers reach the age of retirement from the Armed Forces.

Figure 3.4 – Mortgage on non-residence property by age

	16-24	25-29	30-34	35-39	40-44	45-49	50+
% have mortgage on non-residence	10%	19%	33%	35%	39%	41%	36%

Owning a property or having a mortgage on a property that they do not live in is most common amongst those Personnel living in SFA (38%) and those who own their main residence outright (36%).

Service accommodation used

The vast majority of Service Personnel currently use either SFA or SLA. Most Service Personnel (87%) have used SLA at some point in their career, however around two fifths (41%) are using it currently. A similar proportion currently use SFA (44%), with around seven in ten (69%) having done so at some point.

Figure 3.5 – Types of service accommodation used

Q. Which of the following types of service accommodation do you use?
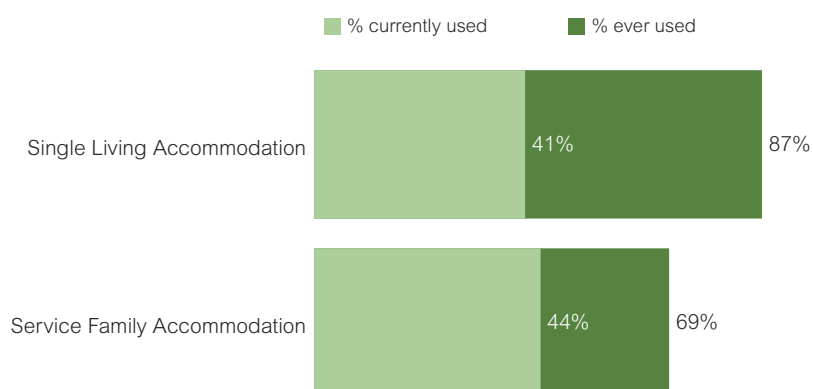
Base: All Service Personal answering; currently use 7,237; ever used 7,325   Note: Precodes only shown

SLA is most used by Royal Marines; over half of whom currently use it (55%) with RAF personnel are the least likely to currently use it (37%). SFA is most likely to be used by the Army, with half (51%) saying they currently use it compared with around a quarter of the Royal Marines (23%) and Royal Navy (24%), as shown in Figure 3.6 below.

Figure 3.6 – Use of SFA by single Service

Current use of Service Family Accommodation – breakdown by single Service

Army	51%
RAF	43%
Royal Marines	23%
Royal Navy	24%
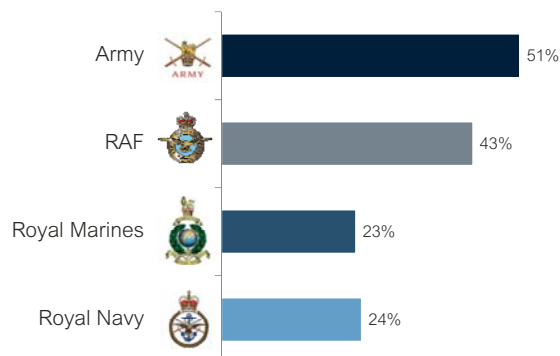
Base: All Service Personal answering: (currently use SFA) Army 2377; RAF 2057; Royal Marines 846; 1866 Royal Navy

Demographic differences of those who currently use different types of service accommodation mirror those seen with main place of residence.

Other Ranks are most likely to currently use SLA (41% compared with 38% of Officers) but no more likely to use SFA.

Men are more likely to currently use SFA than women (46% compared with 37%). The opposite is true for SLA, where 50% of women currently use this form of service accommodation, compared with 40% of men.

A minority (27%) of parents currently use SLA, compared with non-parents (62%). Instead, parents typically use SFA (60% compared with 21% of non-parents).

With age we see current use of SLA diminish and use of SFA rise, as people move into the family stages of their lives. Service Personnel between the ages of 30 and 40 are most likely to currently use SFA (55% compared with 44% on average).

Those whose residence when at home or on leave is with family or relatives are the most likely to currently use SLA (81% versus 41% on average). Service Personnel who live in a privately rented property when at home or on leave, and those whose main residence is SFA are the least likely to live in SLA (39% and four percent versus 41% overall).

Service Personnel who are married are less likely than those who are not to say they currently use SLA (20% compared with 70% of those in long term relationships and 85% of those who are single).

Advantages of living in service accommodation

Being close to work and low cost are seen as the two key advantages of living in service accommodation, cited by around three quarters of Service Personnel (77% and 74% respectively). These are also mentioned as the top two most important advantages of service accommodation, with two fifths (40%) citing the low cost and around a quarter (23%) saying that the proximity to work is the most important advantage.

The proximity to other service facilities and the availability of accommodation when posted are also key advantages of service accommodation, mentioned by around half of Service Personnel (48% and 46% respectively).

Figure 3.7 – Advantages of living in service accommodation

Q. In general, what (if any) do you feel are the advantages of living in service accommodation?

% most important advantage   % all advantages

Low cost — 40% — 74%
Close to work — 23% — 77%
Availability of accommodation when posted — 13% — 46%
Living within a Service community — 10% — 21%
Close to other service facilities — 5% — 48%
Contractors to maintain property — 4% — 42%
Ability to leave at short notice — 3% — 35%
No advantages — 1% 3%

Note: any mentions <1% have been excluded
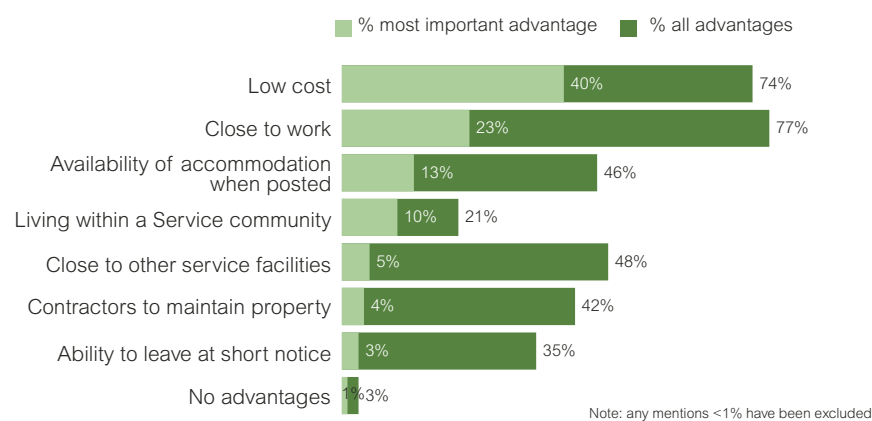
Base: All Service Personnel answering excluding don't know , 7,741 giving all advantages, 7,262 giving most important advantage

All the advantages shown in figure 3.7 above (apart from ability to leave at a short notice) are more likely to be cited by Army and RAF personnel of all ranks. Royal Marines and Royal Navy are more likely to say that there are no advantages to living in Service Accommodation (six percent and five percent respectively, compared with three percent overall).

Other Ranks are more likely than Officers to think that low cost (74% versus 72%) and having contractors maintain the properties (43% versus 40%) are advantages, whereas for Officers compared with Other Ranks closeness to work (81% versus 76%), availability of accommodation (62% versus 43%), ability to leave at short-notice (41% versus 33%) and living within a Service Community (29% versus 20%) are more important. However, in the Navy and Marines, Other Ranks are no more likely than Officers to mention cost, or contractors to maintain property.

Other Ranks across all the single Services are significantly more likely than Officers to say that cost is the biggest advantage (43% compared with 29%). In contrast, Officers are more likely than Other Ranks to say proximity

to work is the biggest advantage (26% compared with 22%), and to mention availability (21% of Officers vs 11% of Other Ranks). Availability when posted is particularly frequently mentioned by senior Officers (OF4-6) and it is seen as the main advantage by a third of SP in these ranks (32% compared with 13% overall).

Those who currently live in SLA are more likely to emphasise the advantage of closeness to work (80% compared 77% overall) and other service facilities (51% versus 48% overall). Those in SFA are most likely to cite the following as advantages:

> Low cost (78% versus 74% overall)

> Availability of accommodation (53% versus 46% overall)

> Contractors to maintain property (54% versus 42% overall)

> Living within a Service community (27% compared with 21% overall)

Contractor maintenance is more likely to be seen as an advantage by men (43% compared with 35% of women).

There are limited differences in opinion by age. Younger Service Personnel are more likely to mention being close to other service facilities (e.g. exercise, medical, dental, welfare and social facilities) as important compared with Personnel in their 30s and 40s. This is mentioned by over half (54%) of people aged under 30, compared with 45% of those aged 30 – 49 and 51% of those aged 50 and above. The likelihood of mentioning availability of accommodation when posted increases with age (from 34% of 16-24 year olds to 65% of over 50s). Similarly, older Service Personnel are more likely to mention the value of living within a Service community (mentioned by 15% of 16-24 year olds, compared with 26% of those aged 50 and above).

Personnel not in a long-term relationship (including those who describe themselves as single, separated, divorced or widowed) are more likely to see the proximity to work (80% compared with 77% average) and other service facilities (53% compared with 48% average) and the ability to leave at short notice (39% compared with 35% average) as advantages. Those in long term relationships are more likely to cite availability of accommodation (48% compared with 46% overall) and having contractors to maintain the property (44% compared with 42% overall) as advantages.

Disadvantages of living in service accommodation

Around half of all Service Personnel said that lack of choice of accommodation (56%), restrictions on decoration (48%) and decorative condition overall (47%) were disadvantages of living in service accommodation.

While the low cost was perceived as by far the most important advantage of living in service accommodation, there is less differentiation between the main disadvantages. Around one in seven say that the standard of maintenance (15%) and lack of choice of accommodation (14%) are the biggest disadvantages. Around one in ten mention the size of the accommodation (10%) and the fact that they have no right to buy (nine percent). However, on the whole the reasons for not wanting to live in service accommodation are much more mixed than the advantages. One in twenty (five percent) say that there are no disadvantages to living in service accommodation.

Figure 3.8 – Disadvantages of living in service accommodation

Q. In general, what (if any) would you say are the disadvantages of living in service accommodation?
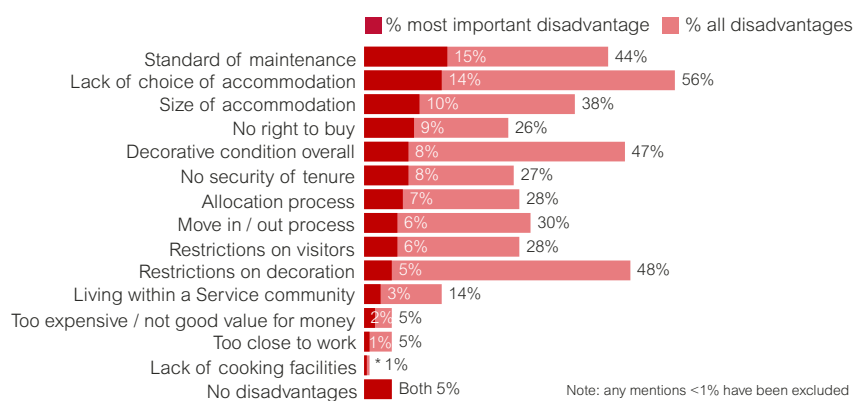
Base: All Service Personal answering: disadvantages (7,717); most important disadvantage (7,141)

RAF personnel are the most likely to comment on disadvantages in general, specifically citing the lack of choice (59%), decorative condition overall (53%), standard of maintenance (51%), size of accommodation (42%), the allocation process (33%) and the lack of security of tenure (29%). Living in a Service community was also seen to be a disadvantage by those in all Forces except the Army, with 16% of those in the Royal Marines and Royal Navy saying this and 15% percent of those in the RAF compared to 12% of those in the Army.

When comparing the perceived disadvantages among Officers and Other Ranks, there are many differences. Officers are most concerned about lack of choice (61% versus 55%), decorative condition (54% versus 45%), standard of maintenance (55% versus 42%), allocation processes (39% versus 25%), security of tenure (29% versus 26%) and cost (eight percent versus five percent). Other Ranks are more likely than Officers to see restrictions on decoration (49% versus 44%), size of accommodation (41% versus 23%), restrictions on visitors (29% versus 20%), no right to buy (27% versus 18%), living within a service community (14% versus 11%) and proximity to work (five percent versus four percent) as disadvantages.

Lack of choice is the biggest disadvantage for those not living in either SLA or SFA (62% compared with 56% on average). In addition, living within a service community is also more likely to be seen as a disadvantage by those currently living in non-service accommodation (21% compared with 14% overall).

In contrast, personnel living in SLA are most likely to see size of accommodation as a disadvantage (44% compared with 38% of all Service Personnel). The restrictions placed on visitors are also more likely to be seen as a disadvantage for personnel currently living in SLA (40% versus 28% on average).

Personnel who currently live in SFA are most likely to see the move in/out process as a disadvantage (33% compared with 30% on average). The lack of right to buy is also more likely to be seen as a disadvantage by personnel currently living in SFA (37% compared with 26% in total).

3.2 Factors influencing the desirability of service accommodation

Importance of factors in choice of new Service accommodation

Standard of maintenance and decorative conditions were perceived as key disadvantages of living in Service accommodation. When asked to rate what was most important to them in terms of a choice of new service accommodation, the condition of the property was rated as the top priority twice as often as size and location, with half (53%) saying this would be their top priority, compared with a quarter (25%) who would rank the size of the property as most important and 22% who say the location is key.

Figure 3.9 – Ranked importance of accommodation attributes

Q. If you were offered a choice of new service accommodation, what would be the importance of the following three factors to you?

	Condition of property	Size of property	Location of property
% most important factor	53%	25%	22%
% least important factor	15%	33%	52%
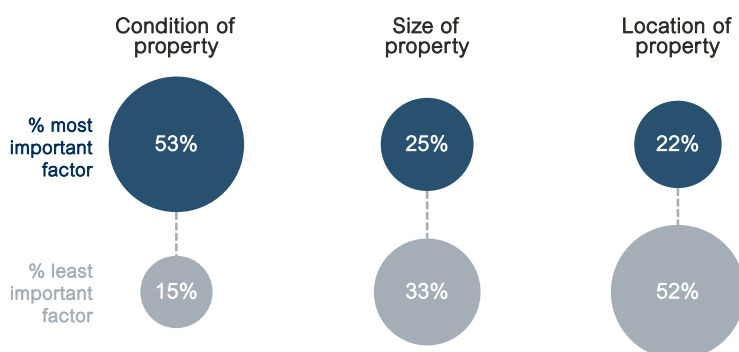
Base: All Service Personal answering : most important (7,209); least important (7,176)

While the majority of the all single Services ranked the condition of the property as the most important factor, there were some differences in the strength of feeling among the single Services. The condition of the property

is most likely to be ranked top by Royal Marines (61%), with the Royal Navy (58%), RAF (56%) also more likely than average (53%) to rate this top. The size of the property (in terms of floor space) is most likely to be ranked top by the Army (28% compared with 25% on average), while the location of the property is most likely to be ranked top by the Royal Navy (28% versus 22% overall).

While Army and RAF Officers and Other Ranks are in agreement about the importance of the condition of a property in their choice of new service accommodation, there are contrasts within other Forces. Royal Marines and Royal Navy Other Ranks are more likely to say that condition of a property is the most important factor than their senior counterparts (62% and 60% respectively compared with 48% and 51% of Officers).

Officers in general are more likely to say that the location of the property is the most important factor (31% compared with 20% of Other Ranks), while Other Ranks are more likely to say that size of the property is most important (26% compared with 18% of Officers).

The condition of the property is most important for the youngest age group, with around three fifths (61%) of 16-24 year olds saying that it would be the most important factor for them in the choice of new service accommodation (versus 53% in total).

Those personnel currently living in non-service accommodation are more likely to say that the condition of the property would be the most important factor in their choice of new service accommodation (57% compared with 49% of those currently living in SFA). However, the size of the property is more likely to be the top factor for those living in SFA (28% of SFA residents compared with 25% overall).

Family status does not affect the order in which Service Personnel rank the different attributes. However, those in a long-term relationship who are not married are more likely to give condition of the property as their top factor (60%), as are those without children (56%), compared with 53% on average.

Proximity to facilities and amenities

Being close to work is identified as one of the key advantages of service accommodation as it is currently. It is also the top most important factor in proximity to facilities and amenities, with 21% citing the workplace, followed by 18% mentioning access to broadband internet.

Over two fifths would also like to be close to a town centre for shopping (45%) and a food shop for a weekly shop (44%) although these are not ranked as highly in terms of most important factors. Just under two fifths mention being close to a primary school (37%) and local employment

opportunities (36%), with these being the most important factors for 15% and 12% of Service Personnel respectively.

Figure 3.10 – Importance of proximity to facilities and amenities

Q. Which, if any, of the following is it most important to you to be close to in terms of the location of your property?

Base: All Service Personnel answering excluding don't know: important (7,644); most important (7,113)
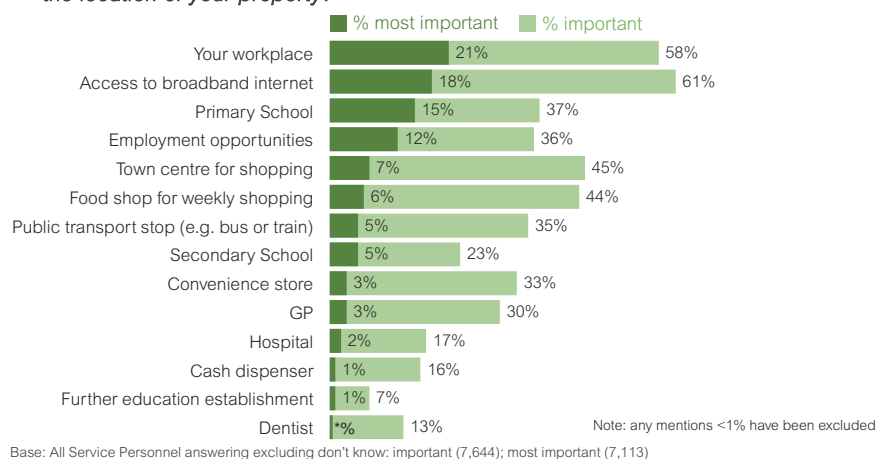
There were differences between the Services in their views on the importance of proximity to facilities and services.

RAF personnel are most likely to rate the following things as important in terms of proximity to their accommodation than Service Personnel on average:

Broadband access at home (67% versus 61%)

Employment opportunities (40% versus 36%)

Cash dispenser (19% versus 16%)

Convenience store (36% versus 33%)

Army personnel are more likely to mention:

A town centre for shopping (47% versus 45%)

Hospital (20% versus 17%)

Royal Navy personnel are more likely to mention:

Having a public transport pick-up point (40% versus 35%)

Proximity to a secondary school (27% versus 23%)

Royal Navy and Royal Marines are both more likely than Service Personnel on average to say that proximity to their workplace is the most important in terms of the location of their property (24% and 25% respectively compared with 21%).

Looking at the difference by rank, Officers are more likely than Other Ranks to cite access to broadband internet and the location of accommodation in relation to their workplace as important factors. Other Ranks are more likely to find a number of factors important, such as a food shop for weekly shopping and a town centre for shopping, as shown below. This is illustrated in figure 3.11 below. The green arrows beside the figures indicate where this figure is significantly higher than that of the other figure.

Figure 3.11 – Importance of proximity to facilities and amenities by rank

Q. Which, if any, of the following is it most important to you to be close to in terms of the location of your property?

Base: All Service Personnel answering excluding don't know: Officers (3,805); Other Ranks (3,808)
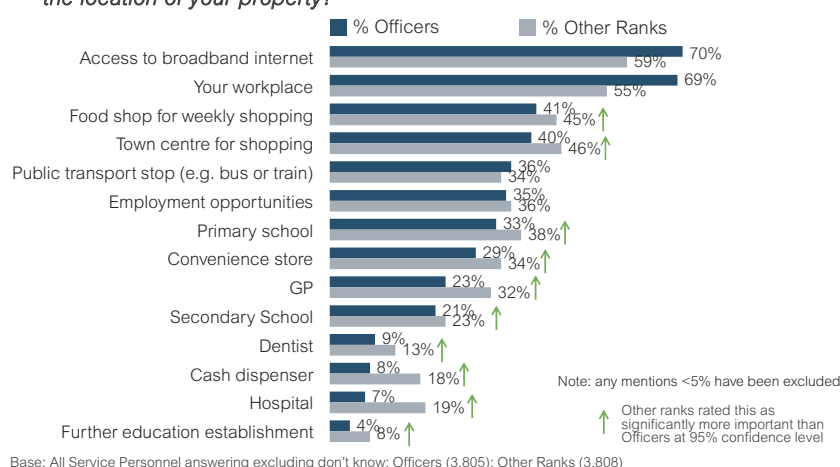
The facilities and amenities that are most important to people are often related to their lifestage, with local shopping opportunities and a nearby cash dispenser mentioned more by those aged 16-29, schools and employment opportunities cited by those aged 35-45 and proximity to the workplace, employment opportunities and public transport mentioned by those aged over 50. Those aged 16-24 were also most likely to spontaneously mention nearby entertainment and social facilities (two percent compared with one percent in total).

These lifestage differences are echoed throughout, with those currently living in SLA likely to be younger, those in SFA towards middle age and older personnel more likely to be living in their own home. Therefore the demographic differences seen by lifestage above are echoed throughout the different types of accommodation.

Those with children are more likely than those without to mention child and partner-specific services, such as primary school (56% versus 37%), employment opportunities (40% versus 36%), secondary school (35% versus 23%) and further education establishments (eight percent versus seven percent). Those with children are also more likely than those without to mention health services, with 35% saying it would be important to have a GP close by (compared with 30%), 19% mentioning a hospital (versus 17%) and 14% mentioning a dentists (versus 13%). Conversely, those without

children are more likely to mention all other facilities and amenities than those with children.

## Who should SFA entitlement be extended to?

Currently married Service Personnel and those who are the primary carers for their children are entitled to receive SFA. Just under a fifth (17%) of Service Personnel think this entitlement is adequate and do not want to see it extended.

The main three groups to whom Service Personnel think entitlement should be extended are unmarried partners with children (64%), personnel with children from a previous relationship, for who they are not the primary carers (46%) and personnel with caring responsibilities (42%).

Around one in seven feel that entitlement should be extended for unmarried partners without children and for those with children over 18 and not in full-time education (both 15%).

Figure 3.12 – Priorities for extending SFA entitlement

Q. Currently Service Personnel who are married or in a civil partnership or those who are the main carer for their children are entitled to Service Family Accommodation (SFA). If entitlement to SFA was extended beyond only those groups, who, if anyone, would you like to see prioritised?

Unmarried partners with children	64%
Personnel with children from a previous relationship, who are not the primary carer	46%
Personnel requiring living space for caring responsibilities	42%
Don't think the entitlement should be extended	17%
Unmarried partners without children	15%
Personnel with children >18 and not in full time education	15%
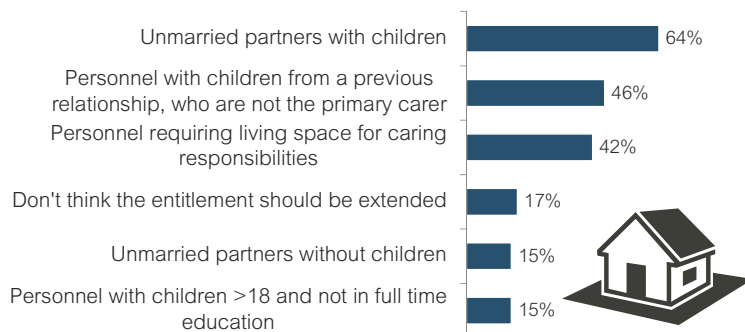
Base: All Service Personnel answering (7,735)   Note: any mentions <1% have been excluded

Those in the RAF are more likely than Service Personnel on average to say that they would like to see entitlement extended across the board. The Royal Navy are more likely to say that they would like to see entitlement extended to unmarried partners with children (66% compared with 64% on average), although all Services mention this group most frequently. Royal Marines are most likely of all the single Services to say that unmarried partners without children should be entitled to SFA (19% compared with 15% on average).

Other Ranks are more likely than Officers to say that unmarried partners with children should be included (66% compared with 56%), with Officers more likely to say that Service Personnel with children over the age of 18 and not in full-time education should be eligible (18% compared with 15%

of Other Ranks) or that entitlement should not be extended (22% versus 16%).

Women are more likely than men to say that the entitlement should be extended for unmarried partners, both with and without children (72% and 19% respectively compared with 63% and 15%). They are also more likely to feel that those who need space for caring responsibilities should be entitled (49% compared with 41% of males). Men are more likely to say that Service Personnel with children over the age of 18 and not in full-time education should be eligible (16% compared with 11% of women). Men are also more likely than women to feel that the entitlement should not be extended (18% versus 12%).

Younger personnel, especially those aged 16-24, are most likely to think that the entitlement should be extended to unmarried partners both with (80% compared with 64% on average) and without children (24% compared with 15% on average). Those aged over 50 are most likely to support the extension to those who require space for caring responsibilities (51% versus 42% on average) and those who have children aged over 18 and not in full-time education (31% compared with 15% on average), perhaps because this group are more likely to have older children and caring responsibilities for elderly relatives. Those most likely to say they do not think the entitlement should be extended are those aged 45-49 (23% compared with 17% in total).

There is a relationship between Service Personnel's personal circumstances and the way in which they would like to see entitlement changed. Those who are in a long-term relationship but not married are most likely to support the extension of entitlement to unmarried partners with and without children (81% and 34% respectively compared with 64% and 15% on average), as are those who are currently single (77% and 26% respectively). Similarly, those who are separated or divorced are more likely than average to support access to SFA for Service Personnel who have a child from a previous relationship but are not the primary carer (74% and 63% respectively compared with 46% in total). Married personnel, or those in a civil partnership, are most likely to say that the entitlement should not change (21% versus 17% on average) although they are also more likely to support extension to Service Personnel who require living space for caring responsibilities (43% compared with 42% on average).

Those who have a child under 16 who does not live with them, but who they financially support are most likely to support the extension of the entitlement to include those who have children from a previous relationship but are not the primary carer (73% versus 46% overall).

Those who are separated but still married are more likely to want to see the entitlement extended to those who have children aged over 18 and not in full-time education (23% compared with 15%).

## 3.3   Financial attitudes towards accommodation

Attitudes towards saving money

Most Service Personnel support the idea of saving, with four fifths (81%) disagreeing that there is no point in putting money aside and only five percent agreeing. Indeed the majority engage in some form of saving behaviour, with around half of Service Personnel agreeing that they save money on a regular basis (51%) and that they save for the long-term future (49%). Views on short term savings are more split, with around two fifths both agreeing (44%) and disagreeing (41%) that they save only for the short term.

However, despite just over half of respondents engaging in some form of saving behaviour, around a third (36%) say that they do not have enough money to think about saving it.

Figure 3.13 – Saving behaviour among Service Personnel

Q. To what extent do you agree or disagree with the following statements?
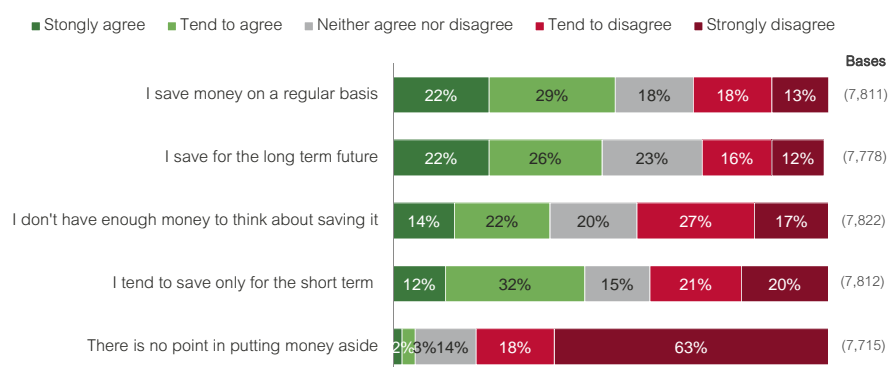
Base: All Service Personnel answering excluding don't know

Officers are more likely than Other Ranks to be longer term savers, both on a regular basis (68%) and for the long-term future (64%) compared with 47% and 45% respectively. They are also more likely than Other Ranks to disagree that they do not have enough money to think about saving it (62% compared with 40%) and that there is no point in putting money aside (90% versus 79%). However, Other Ranks are more likely than their counterparts to agree that they save only for the short-term (47% versus 29%).

A propensity towards regular or long-term saving increases with age, however, despite being generally younger than men, women are more likely than their counterparts to save on a regular basis (62% compared with 50%) and to save for the long-term future (56% compared with 48%). They are more likely to disagree they save only for the short-term (53% versus 40%) and that they do not have enough money to think about saving it (57% versus 42%).

Those with children are more likely than those who do not to say they do not have enough money to think about saving (41% versus 27%) and that they save only for the short-term (47% versus 40%). Those without children are more likely to be the long-term savers, with 58% saying they save money on a regular basis (compared with 46% of those with children) and that they save for the long-term future (55% versus 44%).

Mortgage affordability

Around two thirds (69%) of Service Personnel say they would be able to afford a mortgage on a property suitable for themselves or their family. Around three in ten (28%) say they would be able to do so on their salary alone, with a further four in ten (41%) saying they would be able to do so taking into account their partner's income. Just over a quarter (27%) say that they would not be able to afford a mortgage on a suitable property.

Figure 3.14 – Mortgage affordability

Q. In your current circumstances, which of the following do you think best applies to you?

■ I would be able to afford a mortgage on a property suitable for me/my family on my salary alone

■ I would be able to afford a mortgage on a property suitable for me/my family on my salary and my partner's income

■ I would not be able to afford a mortgage on a suitable property

■ Don't know
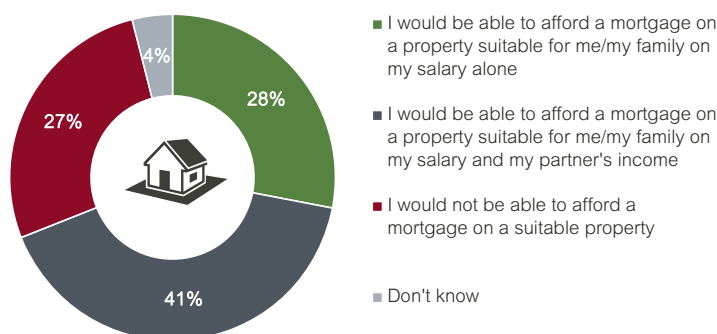
Base: All Service Personal answering (7,796)

Royal Navy personnel are most likely to think that they would be able to afford a mortgage on their salary alone (37% compared with an average of 28%). Conversely, Army personnel are the most likely to think that they would not be able to afford a mortgage (30% compared with an average of 27%), with the RAF most likely to say that they could do so on the income of themselves and their partner (45% versus 41% on average).

As with saving behaviour, rank has an influence on the perception of mortgage affordability: four in ten (39%) Officers say they could afford it on their salary alone (compared with 25% of Other Ranks) and 44% say they could afford it on a combined income (compared with 40% of other ranks). Other Ranks, on the other hand, are almost twice as likely to say they could not afford a mortgage on a suitable property (30% compared with 16% of Officers).

This is echoed across the different age groups, with an increase in age linked to an increase in mortgage affordability, with 89% of those aged 50+

saying they would be able to afford a mortgage, compared with 47% of those aged 16-24.

As seen in the attitudes towards saving behaviour, women are more likely than men to say that they would be able to afford a mortgage on their own (33% versus 27%) despite generally being younger than men in the Service population. Indeed, 77% of long-term or regular savers say they could afford a mortgage, compared with only 57% of non-savers, although this is likely to be due to the similar demographic distribution as much as to specific saving behaviour.

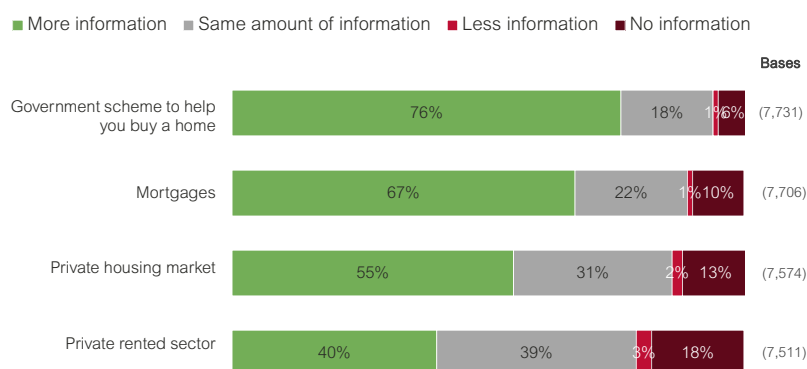## 3.4 Information on non-service accommodation

Desire for service-provided housing information

On the whole, there is a desire among Service Personnel to receive more information on housing from service sources. They are most keen to receive more information on Government schemes to help you buy a home (76%), and two thirds say they would like more information on mortgages (67%). Just over half (55%) would like more information on the private housing market and two fifths (40%) more information on the private rented sector.

Between one and three percent say they would like to receive less information on these topics, with the private rented sector the only area where the majority would not like to see more information from service sources. Indeed a fifth (18%) do not feel that the Services should be providing any information about the private rented sector.

Figure 3.15 – Level of information provision on non-Service accommodation

Q. For each of the following areas of housing, how much (if any) information would you like the Services to provide you with?

■ More information ■ Same amount of information ■ Less information ■ No information

				Bases
Government scheme to help you buy a home	76%	18%	1% 6%	(7,731)
Mortgages	67%	22%	1% 10%	(7,706)
Private housing market	55%	31%	2% 13%	(7,574)
Private rented sector	40%	39%	3% 18%	(7,511)

Base: All Service Personnel answering

Those in the Army would like more information about non-Service housing from Service sources across all of the areas mentioned than the Armed Forces as a whole, with those in the Royal Navy more likely than average to say that they do not want any information across all of the areas mentioned.

Other Ranks are more likely than Officers to say they would like more information across all different areas, with Officers more likely than average to say that they would like to see the same amount of information provision.

This is reflected by the fact that those who are living in SLA, SFA, renting or living with parents or relatives are more likely to require more information about all areas of non-service housing, while those who have their own property (whether outright or buying on a mortgage) would not. Those who currently rent their own non-Service property are the only group where the majority would like more information on the private rented sector (58% compared with 40% on average).
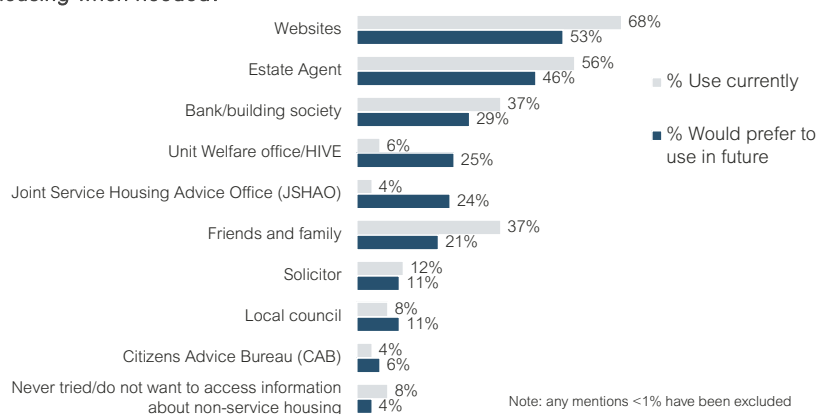
Accessing information and advice about non-service housing

Currently, websites and estate agents serve as the primary sources of information for Service Personnel on non-Service housing matters (68% and 56% respectively). Friends and family and banks/building societies are also key sources of information for over a third of personnel (both 37%).

Service-sources like the Unit Welfare office and the Joint Service Housing Advice Office (JSHAO) are only utilised by a minority of personnel (six percent and four percent respectively), but a quarter say that they would prefer to use these sources in the future (25% and 24% respectively). In contrast, fewer personnel would prefer to rely on their family and friends in the future than they do at present (21%).

Figure 3.16 – Sources of information on non-Service accommodation

Q. Where, if anywhere, do you go to access information and advice about non-service housing when needed?

	% Use currently	% Would prefer to use in future
Websites	68%	53%
Estate Agent	56%	46%
Bank/building society	37%	29%
Unit Welfare office/HIVE	6%	25%
Joint Service Housing Advice Office (JSHAO)	4%	24%
Friends and family	37%	21%
Solicitor	12%	11%
Local council	8%	11%
Citizens Advice Bureau (CAB)	4%	6%
Never tried/do not want to access information about non-service housing	8%	4%

Note: any mentions <1% have been excluded

Base: All Service Personnel answering : use currently (7,626); prefer to use in future (6,114)

Army personnel are most likely to currently use Service-provided sources of information: eight percent use the Unit Welfare office/HIVE, compared with six percent on average; and six percent use the JSHAO, compared with four percent on average. They are also the Service most likely to say that they would prefer to use these Service sources in future (27% for both, compared with 25% on average for JSHAO and 24% for Unit Welfare office/HIVE).

Sources of information which are more relevant to those looking to buy a home rather than rent it, such as banks/building societies and solicitors, are used more so by Officers at present (43% and 18% respectively, compared with 36% and 11% of Other Ranks). They are also more likely to use websites (79% compared with 65% of Other Ranks) and estate agents (69% compared with 54% of Other Ranks). On the other hand, Other Ranks are more likely to look to the local council (nine percent), Unit Welfare office/HIVE (seven percent), JSHAO and Citizens Advice Bureau (CAB) (both five percent) than Officers (four percent, three percent and two percent respectively).

The younger age groups tend to rely more on friends and family for advice, particularly 16-24 year olds (51%) and 25-29 year olds (50%), compared with 37% on average.

Men are more likely to use the JSHAO currently (five percent versus two percent of women) and are more likely to say that they would prefer to use them in future (25% versus 18% of women).

Preferred ways of getting information on non-service housing from service sources

Face-to-face advice is the preferred way for Service Personnel to access information on non-Service housing, with around half saying this, with regard to both the JSHAO (50%) and the Unit Welfare office/HIVE (54%).

Preference for a particular method of accessing information is broadly similar across both the JSHAO and the Unit Welfare office/HIVE, however accessing information on the internet is more frequently cited for the JSHAO (46% compared with 37% for the Unit Welfare office/HIVE).

Although the internet in general is cited as one of the top sources for accessing information about non-Service housing, the availability of one-to-one advisors online and forums online is relatively less appealing.

There remains a core group of people (around one in six) who say that they would not want to receive information about non-Service housing from the Services (14% from the JSHAO and 16% from the Unit Welfare office/HIVE).

Figure 3.17 – Methods of receiving information on non-Service accommodation

Q. Which, if any, of the following ways would you prefer to get information about non-service housing from these Service sources?

Note: any mentions <1% have been excluded
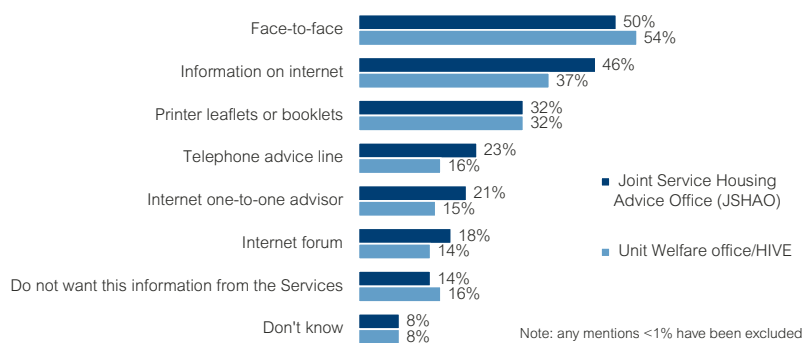
Base: All Service Personnel answering: JSHAO (7,465); Unit Welfare office/HIVE (6,957)

As discussed earlier in this section, Army personnel are more keen than Service Personnel in general to receive more information on non-Service housing from the Services. Reflecting this they are also more likely to say they would like to receive information via a range of different methods, with the exception of information on the internet and printed leaflets or booklets, both of which are more likely to be cited by the RAF (49% and 35% respectively versus 46% and 32% in total for JSHAO and 41% and 35% versus 37% and 32% for Unit Welfare office).

Similarly, Other Ranks, who are again keen for more information on non-Service housing, are more likely than Officers to want to see this from a range of sources, with the exception of information on the internet, which is most mentioned by Officers (50% compared with 45% of Other Ranks for JSHAO).

Younger personnel (aged 16-24) are the least likely to want to get information from the internet in general from the JSHAO (36% compared with 46% on average). However they are more likely on average to want to get information from an internet forum when it is from the Unit Welfare office/HIVE (20% compared with 14% on average).
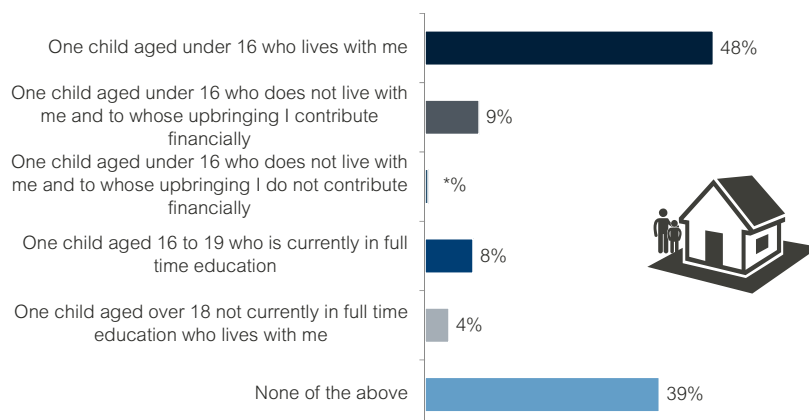
Family Life

4 Family Life

This chapter looks at the family life of Service Personnel, exploring their situation with regards to children and experiences of childcare services as well as the situation of any partners and spouses.

4.1 Family situation

Around half (48%) of Service Personnel have at least one child aged under 16 who lives with them while around one in eleven (nine percent) have at least one child under 16 that they contribute to financially even though they do not live them. One in twelve (eight percent) have children aged 16 to 19 in full time education and four percent have at least one child aged over 18 that lives with them but is not currently in full time education. Four in ten (39%) Service Personnel said that none of the statements applied to them, meaning that either they have no children or their children are aged over 18 and in full time education and/or not living them with them.

Figure 4.1 – Family situation

Q. Which, if any of the following apply to you? I am the parent or legal guardian of at least . . .

One child aged under 16 who lives with me	48%
One child aged under 16 who does not live with me and to whose upbringing I contribute financially	9%
One child aged under 16 who does not live with me and to whose upbringing I do not contribute financially	*%
One child aged 16 to 19 who is currently in full time education	8%
One child aged over 18 not currently in full time education who lives with me	4%
None of the above	39%

Base: All Service Personnel answering (7,824) * indicates a proportion greater that zero but less the 0.5%

Those most likely to have children aged 16 or under and living with them are those who are married or in a civil partnership (68%), as are those currently living in service family accommodation (73%). However, around one in five (22%) of those currently using SLA say they have at least one child aged 16 or under living with them, as do six percent of those who say their main residence is SLA.

Figure 4.2 – Family situation by accommodation type

	Currently live in SLA	Currently live in SFA	Live in neither
At least one child <16 who lives with me	22%	73%	47%
At least on child <16 who does not lives with me but to whom I contribute financially	14%	6%	6%
At least on child <16, who does not lives with me but to whom I do not contribute financially	*	*	1%
At least one child age 16 to 19 who is currently in full-time education who lives with me	6%	8%	9%
At least one child >18 not currently in education who lives with me	2%	4%	5%

Base: All personnel (answering): currently live in SLA (2,863), currently live in SFA (2,837), currently live in neither (1,533); * indicates a proportion greater that zero but less than 0.5%

Men are more likely than women to have children aged under 16 living with them (50% and 31% respectively) or who they contribute to financially (10% versus two percent). The Service Personnel most likely to have young children living with them are those aged 30-44 (60%), compared with 46% of 45-49, 32% of 25-29 year olds, 25% of those aged 50+ and 12% of 16-24 year olds.

Overall, those in the Army are more likely than any other service to have children under 16 living with them, 50% of Army personnel say they do compared with 46% of RAF, 44% of Royal Navy and 42% of Royal Marines.

Those who have older children (aged over 18 and not in full time education) living with them are more likely to be older (14% of those aged 45-49 and 17% of those aged 50+).

4.2 Childcare arrangements

The most commonly used means of childcare for Service Personnel with children aged under 16 is friends or family; 36% say they currently use this method and 34% they have considered using it.

More formally, 27% have used (and/or considered using) a nursery school or nursery classes. Breakfast or after school and holiday schemes are used by one in five (22%) and 29% have considered using them. A babysitter at home is used by 18%, though it has been considered by 25%. Playgroup is currently used by 12% of Service Personnel with young children and was considered as a means of childcare by one in five (20%). While one in four (25%) considered an in-home childminder, just 10% currently use one. Five percent use a crèche and four percent a nanny or au pair while three percent use a special day school/unit for children with special education needs.

Figure 4.3 – Childcare arrangements

Q. If you said that you have a child or children under the aged of 16 who live with you. For these children, which, if any, of these childcare arrangements do you . . .
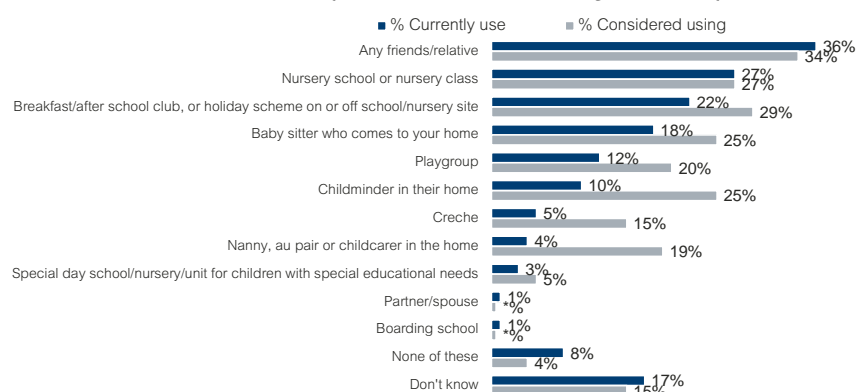
Note: any mentions <1% have been excluded

Base: All those who have a child/children < 16 who lives with them: currently use childcare (3,545); considered using childcare (2,833)

Friends and relatives are particularly likely to be used by those who are in long term relationships (but not married) with 48% using this compared with 36% of those who are married. Those currently using SLA (43%) or not using any service accommodation (47%) are also more likely than those in SFA (31%) to use friends or relatives.

There is a difference between the Services with Royal Marines (45%) and Royal Navy (46%) personnel more likely than those in the Army (34%) and RAF (36%) to use friends or relatives for childcare.

Nurseries are more likely to be currently used by female personnel than male, 44% and 26% respectively. While their usage is lowest among the Royal Marines (20%) compared with 29% in the RAF and 27% in the Army and the Royal Navy.

While nurseries and playgroups tend to be used by younger personnel, breakfast/after school/holiday clubs are more likely to be used by those around the middle of the age spectrum. Of those who the questions related to, three in ten (29%) of those aged 40-44 currently use these clubs as childcare arrangements. This falls to just 14% among those aged 16-29, and nine percent among those aged 50+ who have children aged under 16 years.

4.3 Satisfaction with Childcare services

Quality and location are the aspects of childcare services that personnel are most satisfied with. Around six in ten (57%) are satisfied with the quality of childcare services in their area, similarly 55% are satisfied with their location compared with just nine percent and 13% that are dissatisfied respectively. Around half are satisfied with the availability of places (49%) and the opening hours (46%) of childcare services. Four in ten (41%) are satisfied with the choice of services in their area, while 27% are dissatisfied.

More are dissatisfied (35%) than satisfied (33%) with the flexibility of childcare services in their area. Over half (56%) are dissatisfied with the cost of childcare services in their area and just 17% are satisfied.

Figure 4.4 – Satisfaction with childcare services

Q. *If you have used or considered using childcare, how satisfied or dissatisfied are you with the following aspects of childcare services in your area?*

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Bases
Quality	19%	38%	24%	6%	3%	10%	(2,702)
Location	20%	36%	23%	9%	5%	8%	(2,703)
Availability of places	12%	37%	20%	14%	8%	9%	(2,720)
Opening hours	13%	33%	23%	14%	8%	9%	(2,704)
Choice of services	9%	32%	23%	18%	9%	9%	(2,693)
Flexibility	7%	26%	24%	22%	13%	9%	(2,702)
Cost	4%	13%	19%	24%	32%	8%	(2,723)

Base: All those who have, used, or have considered using, childcare

Overall the RAF personnel are most positive about all aspects of childcare. The Royal Nay also rate childcare services more highly than the Army and the Royal Marines. Similarly, those not using service accommodation are more positive. The exception to these patterns is cost, where all single Services have similar views.

Women are both more satisfied and more dissatisfied than men with the quality of childcare. This is explained by women being more likely to offer an opinion either way on the issue, while men are more likely to say "neither/nor" and "don't know". This pattern is true across a number of these statements assessing satisfaction with childcare.

The personnel that are more dissatisfied with the cost of childcare services in their area are Other Ranks (57%), although around half (49%) of junior Officers (OFD-3) and 43% of senior Officers (OF4-6) are also dissatisfied.

Those who have applied for flexible working are particularly likely to be satisfied with the flexibility offered by childcare services (44%). Although the Royal Navy typically are more likely to be positive than the Army and Royal Marines, this is not the case when rating the flexibility of services.

While most personnel with children aged under 16 living with them are satisfied with the quality of the childcare in their area, those in the RAF (65%) and Royal Navy (61%) are particularly likely to be satisfied. Officers are more likely to be satisfied than Other Ranks, 61% and 56% respectively. The least satisfied with the quality are those living in SFA (53% satisfied with 11% dissatisfied).

Older personnel, those aged 40 and above, are more likely than those aged under 30 to be dissatisfied with the location, 16% and seven percent respectively, perhaps relating to the different ages of the children in question.

4.4 Situation of partners

Two thirds of the partners (spouse, civil partner, long-term relationship) of Service Personnel are currently employed; half (47%) full-time and 18% part-time. A further 16% are not employed but look after the home/children. Of the remainder, six percent are self-employed, six percent are unemployed and available to work and three percent are in full-time education. One percent are permanently sick or disabled with the same proportion currently on maternity leave.

Figure 4.5 – Partner employment

Q. If you currently have a spouse or civil partner or are in a long-term relationship, which of the following best applies to what your partner is doing at the moment?

■ % Currently use

Employed full time	47%
Employed part time	18%
Looking after home/children	16%
Self-employed	6%
Unemployed and available for work	6%
Full time education	3%
Permanently sick/disabled	1%
Maternity leave	1%

Note: any mentions <1% have been excluded
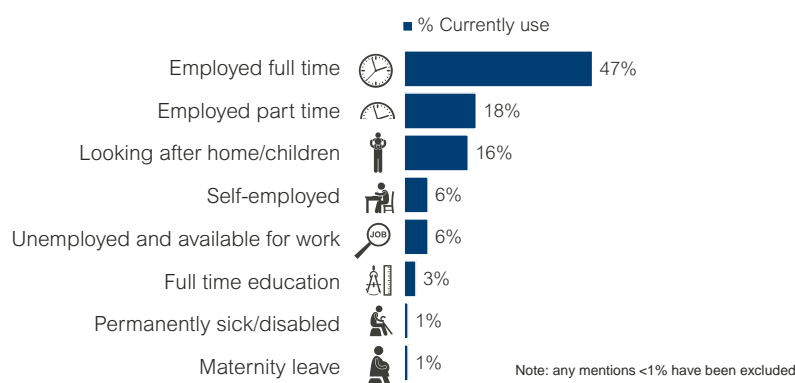
Base: All those who have a spouse or civil partner or are in a long-term relationship (6,229)

Partners of personnel in the RAF and Royal Navy are more likely than those in other Services to be employed full time (52% and 51% respectively compared with 48% of Royal Marines and 44% of the Army), while those in the Royal Navy are more likely than others to have partners who are employed part-time (24% and 21% respectively, compared with 19% of RAF and 16% of the Army).

Higher ranking Officers (OF4-6) are significantly less likely to have a partner in full-time work than those in all other ranks (37% versus 47%).

There are large gender differences; around nine in ten (88%) women in established relationships have partners that are in full-time work, while the same is only true of 43% of male Service Personnel in relationships. Male personnel are more likely than female personnel to have partners in part-time work (20% and two percent respectively) and looking after the home/children (18% and one percent respectively).

Younger personnel in relationships are more likely than older colleagues to have a partner in full-time education (12% of those aged 16-24) while personnel in their 30s are more likely to have partners looking after the home/children (21%). Similarly, older personnel are more likely to have a partner who works part-time (22% of those aged 35+ compared with 13% of those aged under 35).

Those whose main residence is SFA are more likely than others to have partners looking after the home/children (23%) or who are unemployed but available for work (10%). Those in SLA meanwhile are more likely to have partners in full time employment (68% compared with 35% of those in SFA) or full-time education (nine percent versus two percent of those in SFA).

Those who do not have children are more likely than those who do to say that their partner works full-time (72% versus 36%). On the other hand, those with children are more likely to say that their partner works part-time or looks after the home and children (23% for both versus eight percent and two percent respectively of those without children).
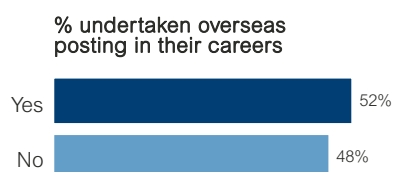
Overseas Postings

5 Overseas Postings

In this chapter we will look at how many Service Personnel have undertaken an overseas posting; their enthusiasm for and against doing an overseas posting in future and the reasons given for this.

5.1 Who has undertaken overseas postings?

Just over half (52%) of Service Personnel have undertaken an overseas posting in their career. Those in the Army are most likely to have been on an overseas posting during their career (68%); this is over three times as many as the Royal Marines and Royal Navy (both 21%). Just over a third (36%) of RAF personnel say that they have done an overseas posting.

Figure 5.1 – Who has undertaken overseas postings?

Q. *During your career in the Armed Forces, have you ever undertaken an overseas posting (this does not include going overseas for operations)?*

% undertaken overseas posting in their careers

Yes 52%
No 48%

Base: All Service Personnel answering excluding don't know (7,852)

More senior Service Personnel are the group most likely to report having done an overseas posting: 73% for both Commissioned Officers (OF 4-6) and Warrant Officers (OR 8-9). A key factor for this is potentially that, being older, these groups are likely to have had more opportunities to undertake an overseas posting.

The likelihood of having done an overseas posting increases with age, with 69% of those aged over 50 having taken up an overseas posting, compared with 52% overall and only 30% of those aged 16-24.

Whether or not Service Personnel have taken up an overseas posting also differs by their personal circumstances. Those least likely to say they have done so are those who live in their own home, which they are either buying on a mortgage (54% have not done so) or are renting (58%), and those who live with parents or other relatives (69%), compared with 48% overall who

say they have not done so. Those living in SLA are also less likely to have been posted overseas (52% have not done so).

Those who live with parents or other relatives are likely to be younger, and perhaps not have had the opportunity to serve overseas to date, along with those who describe their main residence as SLA. Similarly, those who own their own home outright are more likely than average (56% compared with 52% overall) to say they have undertaken an overseas posting, with this group tending to be older Service Personnel who have had greater opportunities to do so.

Those who describe themselves as in a long-term relationship and those with children (particularly those with older children) are all more likely to say that they have served overseas. Again, this is likely to be linked to the longer service careers of this group, who are more settled and tend to be older. Men are more likely than women to have undertaken an overseas posting (53% versus 43%).

5.2 Enthusiasm for taking up an overseas posting

Most Service Personnel are keen to take up an overseas posting in the future, with 61% of those who expressed a view saying they are 'very' or 'quite' keen to do so. Views are relatively polarised, with around two in five (39%) describing themselves as very keen and around a quarter (24%) saying they are not at all keen.

Figure 5.2 – Enthusiasm for taking up an overseas posting

Q. How keen, if at all, would you be to take up an overseas posting in the next 3 years if one was offered to you?

- Very keen
- Quite keen
- Not very keen
- Not at all keen

39%
22%
15%
24%
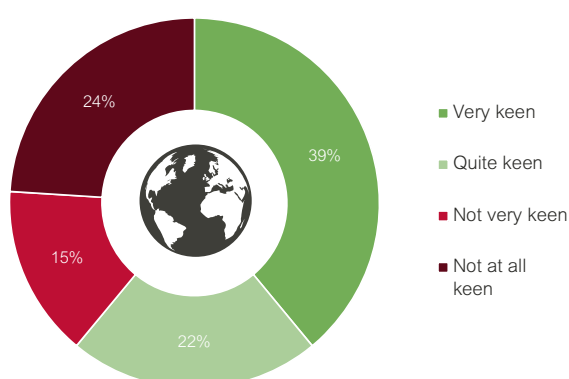
Base: All Service Personnel answering excluding don't know (7,633)

Service personnel are broadly positive about doing overseas postings in the future

Overall, there is no significant difference between those who have or have not been on overseas postings in the past in their attitudes towards overseas postings in the future (62% and 61% are keen respectively). However, those who have done an overseas posting before are most likely to say they would be very keen to do this again in future (43%). Those who have not undertaken an overseas posting before are less certain – they are

more likely to say that they are quite keen or not very keen (26% and 16% respectively).

Royal Navy and RAF personnel are the most likely to say it is something they would like to do (65% and 64% respectively). The Army are most polarised (40% are very keen and 26% are not at all keen), potentially because they are more likely to have had an overseas posting in the past so will be clearer on what it entails.

Other Ranks are most likely to have polarised views – they are more likely to say that they would be very keen to undertake an overseas posting (40% compared with 36% of Officers), but also more likely to say they would be not at all keen (24% compared with 21%). In all forces except the Army, Officers were more likely to say they were very or quite keen than Other Ranks.

Service Personnel whose main residence is Service accommodation are most likely to say they are very keen to undertake an overseas posting (40% SLA, 48% SFA), as opposed to those living in homes which are mortgaged (29% very keen).

Men are more likely to say that they would be very keen to undertake an overseas posting in the next three years (40% of men compared with 33% of women). Although there is no significant difference in the proportion of men and women who say they are not at all keen.

Single people are most likely to say they are keen to take up an overseas posting (75%). Parents are more likely than those without children to say that they are not at all keen to undertake an overseas posting (25% compared with 22% of non-parents), especially those with children who are under 16 years old who they don't currently live with but to whom they contribute financially (30%).

5.3 Why are personnel not keen to take up a posting overseas?

Separation from family is the most cited reason for not wanting to take-up an overseas posting in future (52%). Other key concerns are around difficulty for partners to find work (47%), disrupting children's education (39%), leaving their house empty/renting it out and being financially worse off (both 22%). More than one-in-ten Service Personnel are not keen to undertake an overseas posting because they have elderly parents/relatives who need their help (13%), and 10 per cent say that it wouldn't be a good career move.

Figure 5.3 – Reasons for not being keen to take up an overseas posting

Q. Why would you not be keen to take up an overseas posting?

Separation from family	52%
Difficult for partner to work	47%
Disrupt children's education	39%
Financially worse off	22%
Wouldn't want house rented out/empty	22%
Elderly relatives need my help	13%
Wouldn't be good for my career	10%
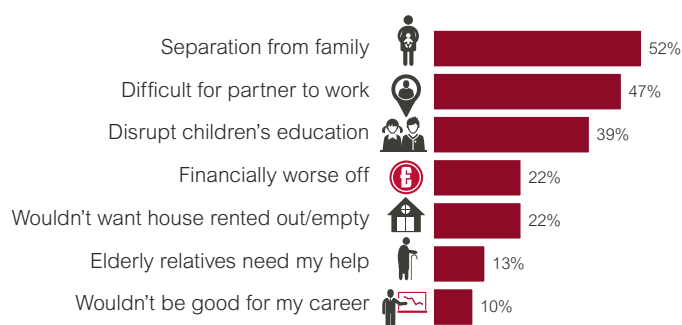
Note: any mentions <1% have been excluded

Base: All those who say they would not be keen on taking up an overseas posting in the next 3 years answering excluding don't know (2,792)

Personal circumstances significantly impact on the responses to this question. Specifically, nearly seven in ten (69%) parents of children under 16 years who live with their children are concerned about the impact on their children's education. People in long term relationships who are not married are significantly more likely to say they are concerned about being separated from their family (63%). Over half of those in long term relationships (married and unmarried) say that they think it would be difficult for their partner to work (53%).

RAF personnel are more likely than Service Personnel on average to cite the following reasons for not wanting to take up an overseas posting in the next three years:

It would be difficult for my partner to work (52% versus 47%)

It would disrupt my children's education (44% versus 39%)

I wouldn't want to rent out my home/leave it empty (29% versus 22%)

I would be financially worse off (29% versus 22%)

I have elderly parents/relatives who need my help (18% versus 13%)

However, RAF personnel are least likely to report separation from family as a reason why they wouldn't be keen to undertake an overseas posting (46%). This is the biggest issue for Royal Marines (63%), Royal Navy (56%) and Army personnel (53%).

Officers are more likely to say that overseas postings will make them financially worse-off (30% compared with 21% of Other Ranks). In addition, Officers are more likely to say that doing an overseas posting would not be

good for their career (14% compared with nine percent of Other Ranks). Army Officers are the exception to this pattern, with this group no more likely to mention an overseas posting not being good for their career than Army Other Ranks (eight percent and seven percent respectively). High ranking Officers (OF4-6) are most likely to say an overseas posting would be bad for their career (20% compared with 10% overall).

Those who have been on overseas postings before are more likely to say that they would be financially worse-off (26% versus 22% on average) if they undertook an overseas posting in future. They are also more likely to say that they have left it too late in their career (13% versus nine percent on average), reflecting the demographically older profile of those who have already undertaken an overseas posting.

Men in particular are most concerned about their partner finding it hard to get work (49% compared with 28% of women). Younger personnel are more likely to say that separation from family is a key reason why they wouldn't be keen to undertake an overseas posting (59% of under 35 year olds compared with 52% overall).

5.4 Why are personnel keen to take up a posting overseas?

Living (87%) and working (73%) in a different country are big draws for the personnel who are keen on doing an overseas posting in the next three years. The majority also see overseas posting as a good opportunity to broaden their career profile (64%). Financially, around two fifths of Service Personnel who are keen on an overseas posting think that they will be better-off, and that the overseas allowance package is good (both 41%). Around a third say that there is a better community spirit (34%) and that they are positive about the availability of language training opportunities overseas (30%).

Over a quarter say that the opportunity for their family to have access to military-provided health-care (28%) would encourage them to take an overseas posting, and one in ten think that guaranteed access to Continuity of Education Allowance (CEA) for the duration of the tour would be a draw (13%).

Figure 5.4 – Reasons for being keen to take up an overseas posting

Q. Why would you be keen to take up an overseas posting?

Live in different country	87%
Work in different country	73%
Broaden my career profile	64%
Allowance package is good	41%
Financially better off	41%
Better community spirit	34%
Language training opportunities	30%
Military-provided health care	28%
Access to CEA	13%

Note: any mentions <1% have been excluded
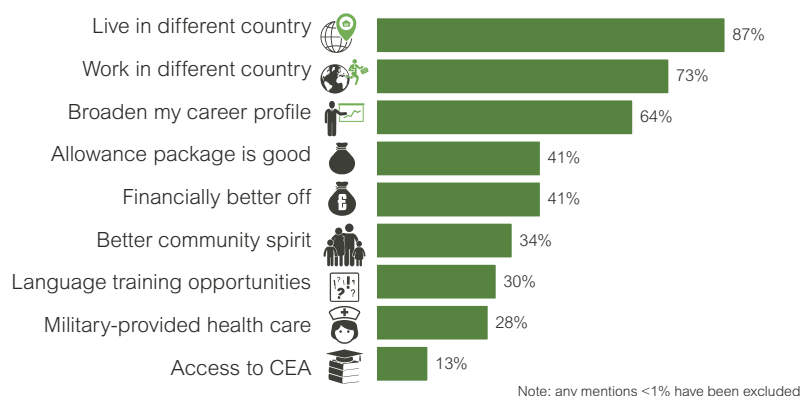
Base: All those who say they would be keen on taking up an overseas posting in the next 3 years answering excluding don't know (4,782)

While Royal Navy personnel are most positive about the ability to work in a different country and the opportunities an overseas posting provides to broaden their career profile (77% and 70% respectively), they are least positive about financial aspects. They are less likely to feel that the allowance package is good (26%), or that they will be financially better off (21%), compared with the average (41% for both). RAF personnel responses show a similar pattern (76%, 68%, 33% and 28% respectively).

Army and RAF personnel are more likely than Royal Marines and Royal Navy personnel to say that there is a better community spirit overseas (43% Army, 33% RAF; nine percent Royal Marines and 13% Royal Navy).

Officers are more drawn by the benefit of living (95%) and working (80%) in a different country, as well as the opportunities for language training (38%) compared with Other Ranks (86%, 72%, and 29% respectively). Other Ranks focus more on the financial and career-specific advantages, such as the opportunities for broadening their career profile (65%), attractive allowance packages and being better-off financially (both 44%). They are also more positive about the community-spirit overseas (36%) than Officers (29%).

Service Personnel with children are more positive about collective benefits like the community spirit overseas (37%), military health care for their family (37%) and continued access to Continuing Education Allowance (16%) than non-parents (31%, 15% and seven percent respectively). For non-parents, the ability to live and work in a different country (90% and 78%), the potential to broaden their career profile (69%) and language training opportunities (33%) are more important than they are for parents (86%, 70%, 60% and 28% respectively).

Younger people (aged under 30) are particularly interested in the ability to live/work abroad. Also, the view that the allowances are good and that it

would have a positive impact on finances, and the view that it will broaden their career profile were all most common in under 35s.

Women are more likely than men to say they would be keen to take-up an overseas posting as it would broaden their career profile (74% versus 63%). Men are more likely than women to mention that their family would have access to military provided healthcare as a reason (30% versus 13%) and they would have guaranteed access to Continued Education Allowance (14% versus seven percent).

Those with qualifications below NVQ level 3 (including those with no qualifications) are most likely to say they would be keen because they will be financially better off (43% versus 41% on average) and that their family will be have access to military-provided healthcare (32% versus 28% on average). Conversely, those with qualifications at NVQ level 3 or above are most likely to mention the ability to live (91%) and to work (78%) in a different country (compared with 87% and 73% on average).

Allowances

6 Allowances

One of the aims of NEM is to simplify allowances for Service Personnel. This chapter looks at how easy or difficult Service Personnel find the current system to use and presents some scenarios of future changes to specific allowances.

6.1 Current system of allowances

There is a general impression that the current system of claiming allowances is complicated, with three quarters (74%) of Service Personnel saying it is difficult to find out what allowances they may be entitled to claim or receive, with 39% saying they strongly agree that this is the case. This is echoed by over half (53%) of Service Personnel saying that they do not understand what allowances they can claim.

Some of this difficulty could be caused by the regulations, with over half (52%) agreeing that they find the regulations (such as JSP 752) difficult to understand. The JPA self-administration system may also be a barrier, with just under half (45%) saying that they find this difficult to use.

There is some agreement that Unit Admin staff provide helpful advice about claiming allowances, with 39% agreeing, however 36% disagree that this is the case. Despite this, almost half of Service Personnel (46%) say that Unit Admin staff help them with most claims that they make.

Figure 6.1 – Attitudes towards current allowances system

Q. To what extent do you agree or disagree with the following statements around allowances?

■ Strongly agree ■ Tend to agree ■ Neither agree nor disagree ■ Tend to disagree ■ Strongly disagree

Bases

Statement	Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	Bases
Difficult to find out what allowances I might be entitled to	39%	35%	12%	9%	5%	(7,857)
I find the regulations (such as JSP 752) difficult to understand	19%	33%	30%	12%	6%	(7,674)
Unit Admin staff help me with most claims I make	12%	34%	24%	18%	12%	(7,800)
Difficult to use JPA self-administration	16%	29%	26%	21%	9%	(7,831)
Unit Admin staff provide helpful advice	10%	29%	25%	21%	15%	(7,799)
I understand what allowances I can claim	7%	20%	21%	34%	19%	(7,808)

Base: All Service Personnel answering (excluding don't know)

Service Personnel in the RAF, Royal Marines and the Royal Navy are all more likely than those in the Army to agree that it is difficult to find out what allowances they are able to claim or receive. Similarly, they are all more likely than Army personnel to disagree that they know what allowances they

can claim. This may in part be due to the fact that those in the Army are more likely than Service Personnel in the other single Services to agree that Unit Admin staff provide helpful advice about claiming allowances (43% compared with 39% on average). Indeed those in other single Services are all more likely to disagree with this statement than to agree. Army personnel are also more likely to get help from Unit Admin staff (50% compared with 39% of other single Services).

Officers are more likely than Other Ranks to say that it is difficult to find out what allowances they are entitled to claim (79% versus 73%), that it is difficult to use JPA (57% versus 42%) and that they find the regulations surrounding allowances difficult to understand (55% versus 51%). Officers are more likely to say that Unit Admin staff provide helpful advice about how to claim allowances (43% versus 38% of Other Ranks), however Other Ranks are the most likely to say that Unit Admin staff help them with most claims that they make (47% versus 41% of Officers).

Women are more likely than men to say that the systems are easier. They are more likely to disagree that it is difficult to find out what allowances you can claim (23% versus 12%), to agree that they know what they can claim (36% versus 26%) and to say that Unit Admin staff provide helpful advice (47% versus 38%). They are more likely to say they disagree that JPA is difficult to use (36% versus 29%) and they disagree that they find the regulations difficult to understand (26% versus 17%). There is no difference in the proportion of women who say they rely on Unit Admin staff to help with most of their claims.

How easy or difficult Service Personnel find the allowances system varies to some extent by age. Younger Service Personnel are most likely to disagree that they find JPA difficult to use compared with their older counterparts (40% of 16-24 year olds compared with 21% of those 50+ and 30% on average). They are also more likely to have received help for most of their claims from Unit Admin staff (50% of 16-24s compared with 38% of those aged over 50). Those aged over 50 are more likely to agree it is difficult to find out about allowances (80% compared with 74% overall).

Those who are unaware of Standard or Enhanced Learning Credits (SLC/ELC) are more likely than those who are aware to say that it is difficult to find out what allowances they are aware of (86% versus 74%) and to disagree that they understand what allowance they can claim (71% versus 52%). They are also significantly more likely than average to strongly disagree that staff give helpful advice (26% versus 15% overall) and that Unit Admin staff help them with most claims that they make (22% versus 12% on average). This may indicate that those who have difficulties with allowances have wider problems navigating the system.

6.2 Future system of allowances

Service Personnel were presented with options for potential future changes to two specific allowances, Local Overseas Allowance and Disturbance Allowance.

Local Overseas Allowance is paid when Service Personnel are overseas on a permanent posting (not a deployment). Currently a set amount is paid each month, however it is recognised that more costs are incurred in the early days of a posting. Service Personnel were presented with the option of keeping the current system or 'front loading' payments, with higher payments at the start of a posting and lower payments later in the posting. The majority of Service Personnel would like to see the current system maintained (62%) with around one in five (21%) opting for 'front loaded' payments. A similar proportion (17%) say they don't know.

Currently Disturbance Allowance is awarded at the same level whether Service Personnel are relocated on reassignment in the UK or on overseas duty. Service Personnel were offered the option to maintain the current system or to increase relocation payments for some moves and reduce them for others. Around half (48%) would like to see the new proposal of differentiated rates adopted for Disturbance Allowance, a greater proportion than those who feel the system should remain the same (42%), with one in ten (10%) saying they do not know.

Overall, there is more support for changing Disturbance Allowance, with the more wanting Disturbance Allowance to change than to remain the same, and most wanting Local Overseas Allowance to remain as it currently is, rather than adopt the proposed change.

Figure 6.2 – Options for future allowance systems

Q. *Which of the following options would you prefer for Local Overseas Allowances in the future?*

Q. *Which of the following options would you prefer for Disturbance Allowances in the future?*

17%
21%
62%
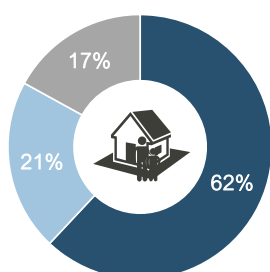
■ Keep current system
■ Front load payments
■ Don't know

Base: All Service Personnel answering (7,858)

10%
42%
48%
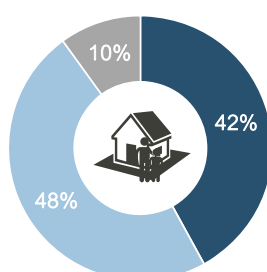
■ Keep current system
■ Introduce different rates
■ Don't know

Base: All Service Personnel answering (7,852)

The Army are most likely to say they would like options for both allowances to stay the same (69% for Local Overseas Allowance and 48% for Disturbance Allowance versus 62% and 42% on average). Indeed the Army is the only Force where support for the current system of Disturbance Allowance is greater than support for the proposed change. The Royal Navy are most likely to say they would like to see the proposed changes adopted in each case (26% and 57% respectively compared with 21% and 48% on average). Officers are also more likely than Other Ranks to want to see changes to both systems (27% and 54% respectively versus 19% and 46%). The most senior Officer ranks (OF4-6) are most supportive of change (30% with regard to Local Overseas Allowance and 59% with regard to Disturbance Allowance versus 21% and 48% on average).

Those who have previously been posted overseas are more likely than those who have not to want to retain the current system for Local Overseas Allowance (77% versus 46%) and for Disturbance Allowance (48% versus 36%). However, those who are keen to be posted overseas in the future are more likely to want to see differential rates introduced for Disturbance Allowance, compared with those who are not keen to be posted abroad (50% versus 44%). There is little difference on views of Local Overseas Allowance between those who are keen and not keen to be posted abroad in the future are more likely to express a view.

Training and Education

7 Training and Education

This chapter explores attitudes towards e-learning among Service Personnel and the use of standard and enhanced learning credits.

7.1 Appeal of e-learning

Just over half (54%) of Service Personnel say they find the idea of reducing time spent on residential courses through the use of home or workplace study via a website somewhat appealing, including one in five (21%) saying it is very appealing. A quarter (25%) say it is somewhat or very unappealing.

Figure 7.1 – Appeal of increased e-learning

Q. To what extent, if at all, would reducing time spent on residential courses through the use of home or workplace study via a website appeal to you?
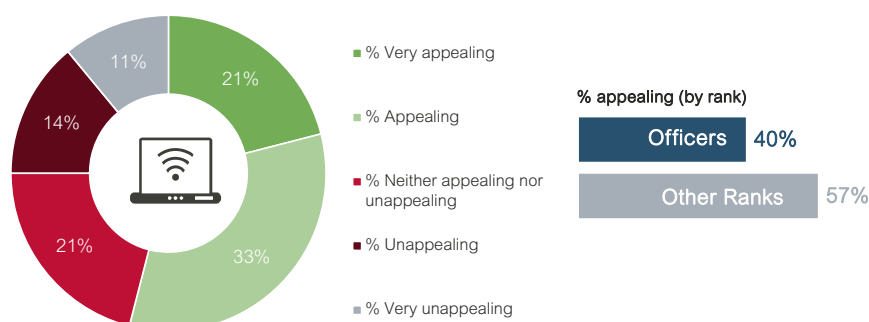
Base: All Service Personnel answering excluding don't know (7,639)

Other Ranks are more likely than Officers to find the idea of e-learning appealing (57% compared with 40%) and 44% of Officers find the idea unappealing, compared with just one in five (21%) Other Ranks.

While around half across all the Services find it appealing, the appeal is slightly higher to those in the Army (55%) and Royal Navy (56%).

Despite male and female personnel finding e-learning equally appealing (53% and 55% respectively), men are more likely to say it is unappealing (26% compared with 21% of women), perhaps because men are on average older than women within the population. Those in long term relationships find e-learning more appealing than those who are not (55% and 50% respectively). Similarly, parents are more likely to find it appealing (56%) than those without children (50%).

Older personnel are more likely than younger colleagues to find it unappealing. A third (33%) of those aged 45-49 and 38% of those aged 50+ say e-learning is unappealing compared with 18% of 16-24 year olds.

7.2 Attitudes towards e-learning

Around half of Service Personnel (51%) agree that e-learning is a good way to develop skills while 28% disagree. On balance more Service Personnel agree than disagree that they prefer to access e-learning from home (41% compared with 33%). However, more personnel disagree than agree that they are given sufficient time to complete e-learning in the workplace (45% compared with 35%).

Figure 7.2 – Attitudes towards e-learning

Q. To what extent do you agree or disagree with the following statement about e-learning?

■ Strongly agree   ■ Tend to agree   ■ Neither agree nor disagree   ■ Tend to disagree   ■ Strongly disagree

Bases

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Bases
I think e-learning is a a good way to develop skills	15%	36%	21%	15%	13%	(7,738)
I prefer to access e-learning from home	12%	28%	26%	18%	16%	(7,668)
I am given sufficient time to complete e-learning in the workplace	7%	28%	20%	24%	21%	(7,749)
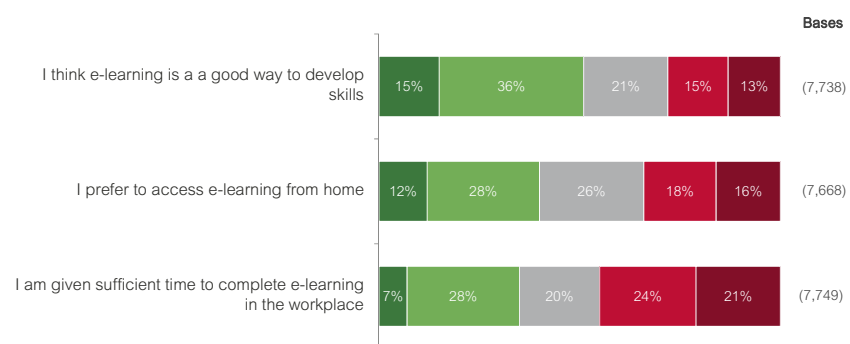
Base: All Service Personnel answering excluding don't know

There are some clear differences by age and education levels as to the benefits of e-learning. Younger personnel as well as those with lower or no qualifications tend to be more positive about e-learning being a good way to develop skills:

> 54% of those aged under 35 agree that e-learning is a good way to develop skills compared with 44% of those aged 45 and over.

> Six in ten (60%) of those with no qualifications agree it is a good way of developing skills, as do 53% of those with GSCEs/NVQ1-2 as their highest qualifications. However, it is lower among those with bachelor degrees (41%) and Masters/PhDs (37%).

Army personnel are more likely than counterparts in the other Services to agree that e-learning is a good way to develop skills, 56% in the Army agree, 46% in the Royal Navy, 42% in the Royal Marines and 41% in the RAF. In fact, 36% of those in the RAF disagree, more so than in any other service.

As might be anticipated from their demographics, Officers are significantly less positive about e-learning compared with Other Ranks across all single Services (36% versus 54% agree that it is a good way to develop skills).

There is a similar pattern with regards to having a preference for accessing e-learning from home. Over two in five (44%) Army personnel agree that they prefer to access e-learning from home, higher than for any other service. Again, RAF personnel are the most likely to disagree (43%).

Personnel who are in their 30s are especially likely to agree with a preference for accessing e-learning at home (44%), while those aged 40 and over are more likely than younger colleagues to disagree (38% compared with 33% overall).

Those who are in long term relationships are more likely than single personnel to want to access e-learning at home (42% and 36% respectively), as are those whose main residence is SFA (44%) compared with those living in SLA (37%).

Age again plays a difference in feeling Service Personnel are given sufficient time to complete e-learning in the workplace. Four in ten (39%) of those aged 16-29 agree that they have enough time. However, half (50%) of older personnel, those aged 40 and over, are most likely to disagree that they have sufficient time to complete e-learning in the workplace.

Two thirds (67%) of officer rank personnel disagree that they are given enough time for e-learning in the workplace compared with just 21% that agree. Across all single Services, Army Officers are more likely to disagree (73%), followed by Royal Marines, RAF and the Royal Navy (67%, 63% and 60% respectively). However, Other Ranks appear more split with 37% agreeing they have sufficient time and 41% disagreeing. Agreement is highest among RAF Other Ranks (41%), dropping to 37% among Army and Royal Navy and 31% of Royal Marines Other Ranks.

Those in a long-term relationship and those living in SFA are more likely to say they are not given sufficient time in the workplace for e-learning. 46% of those in a long-term relationship disagree as do 48% of those in SFA.

Service Personnel with higher qualifications are also more likely to disagree that they are given sufficient time to complete e-learning in the workplace, 59% of those with a Bachelor's degree/NVQ Level 4 disagree as do 63% of those with a Masters/PhD, compared with just 40% of those with no qualifications.

7.3 Learning credits

A third (34%) of Service Personnel say they have used learning credits in the last five years, 18% using standard learning credits, nine percent enhanced learning credits and six percent have used both. However, two thirds (66%) have not used either.

This equates to around 54,000[2] Service Personnel who have used SLCs/ELCs out of the whole Force population of 158,350 (at the time this sample was drawn). Of this number around 28,000[3] have used SLCs, 14,000[4] have used ELCs and just under 10,000[5] have used both.

The most common reason for not using learning credits is not having enough time to do so (40%). One in five (19%) of those who have not used the credits say did not know what courses are eligible. Around one in ten of those who have not used the credits say they did not because the course they wanted was not eligible (11%) or they were of insufficient value to cover the course they wanted (10%).

Figure 7.3 – Use of standard and enhanced learning credits

Q. Have you used standard learning credits or enhanced learning credits in the last 5 years?

% Use of learning credits

- Yes, standard credits
- Yes, enhanced credits
- Yes, both
- No - but aware
- No - unaware

18%
9%
6%
65%
2%

% Reasons for not using learning credits

Don't have time	40%
Don't know what courses are eligible	19%
Course was not eligible	11%
Insufficient value to cover course	10%
Not interested	6%
Course not available	3%
I'm not eligible	2%
Other	1%
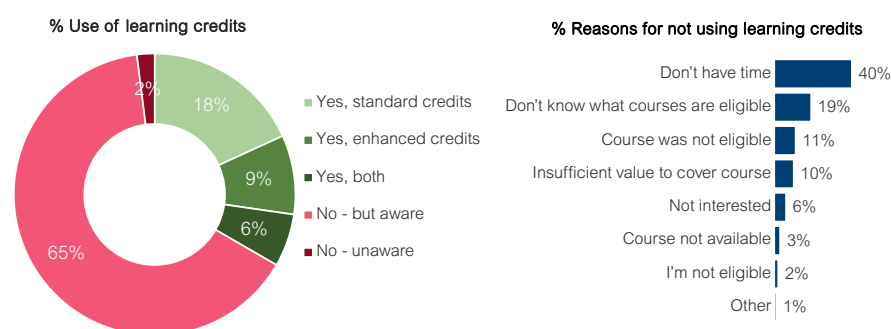
Base: All Service Personnel answering excluding don't know (7,742)

Base: All those who are aware of, but have not used, standard or enhanced learning credits (4,606)

Young Service Personnel are the least likely to have used learning credits, with just 16% of 16-24 year olds say they have used them. The highest usage is among those aged 35 to 49 (39%). The force with the highest rate of personnel saying they have not used learning credits is the Royal Navy where 69% have not used them and 31% have. Royal Navy Officers are the least likely of all groups to have used learning credits (28%).

Not having enough time to study is more commonly given as a reason for not using the credits among personnel in the Royal Marines (53%) and

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[2] Due to sampling tolerances this figure could range from 53,031 to 54,647.
[3] Due to sampling tolerances this figure could range from 28,132 and 28,874.
[4] Due to sampling tolerances this figure could range from 14,123 and 14,380.
[5] Due to sampling tolerances this figure could range from 9,425 and 9,577.

Royal Navy (47%) compared with the RAF (40%) and Army (38%) although it is the top reason across all the single Services. Officers are also significantly more likely than Other Ranks to say they did not use credits due to a lack of time (54% and 37% respectively). Other Ranks, on the other hand, were more likely than officer colleagues to say they did not know what courses were eligible (21% compared with 11%). Personnel in the Army are also more likely than in other forces to say they did not know which courses were eligible (21% compared with 17% in the RAF, 15% Royal Marines and 14% Royal Navy).

There are some differences based on age with the youngest personnel (aged 16-24) being the least likely to say they do not have time to study (23%) but along with the oldest say they are not necessarily interested in studying: of those who have not used learning credits eight percent of 16-24 year olds and 12% of those aged over 45 say they have not used them because they are not interested. Parents are more likely than those without children to say they do not have time to study (44% compared with 35%) but non-parents are more likely to say they are not interested in studying (eight percent compared with four percent of parents). Non-parents who did not use learning credits are also more likely to say they did not know what courses are eligible (22% compared with 17% of parents).

Flexible Working

8 Flexible Working

This chapter examines current levels of uptake of flexible working options and potential future uptake, as well as the awareness of the different options available.

8.1 Current uptake of flexible working

A small proportion of Service Personnel have applied for flexible working arrangements. The vast majority (95%) say that this is something they have never applied for. This equates to just under 8,000[6] Service Personnel out of a population of 158,350 who have applied for flexible working. The most commonly requested form of flexible working is variable start and finish times (three percent), with two percent having applied for the ability to work from home. Less than one percent of Service Personnel have applied for each of the remaining flexible working options (career break, compressed hours and unpaid leave).

Figure 8.1 – Applications for flexible working

Q. Have you ever applied for any of the following Flexible Working Arrangements?

Variable start/finish time	3%
Working from home	2%
None of the above	95%
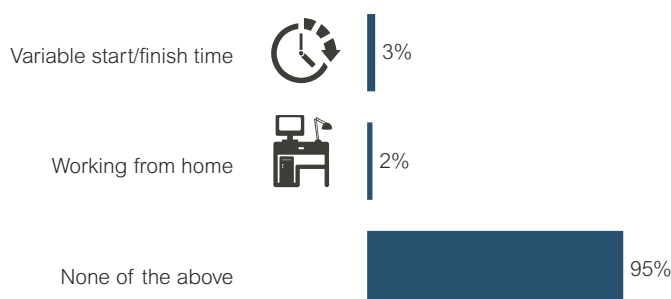
Base: All Service Personnel answering excluding don't know (7,490)

Those in the Royal Navy are most likely to have applied for flexible working arrangements (eight percent compared with five percent overall). They are most likely to have applied for variable start and finish times (five percent) and working from home (three percent), with the Royal Marines most likely to have applied for a career break (one percent). The Army are the least likely to have applied for any flexible working arrangements, with 97% saying they have not, compared with 95% overall.

Officers are more likely to have applied than Other Ranks (nine percent versus four percent) and are more likely to have applied for working from

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[6] Due to sampling tolerances the figure could range between 7,862 and 7,973.

home (six percent versus one percent), variable start and finish times (four percent versus three percent) and a career break (one percent versus less than one percent). Requests to work from home are particularly common from higher ranking Officers (OF4-6), with eight percent at this rank having applied.

Those with children are more likely than those without to have applied for variable start and finish times (four percent versus two percent) however those with children aged 16-19 and in full-time education or aged over 18 and living at home, but not in full-time education are more likely to have applied for the ability to work at home (both four percent versus two percent on average). Those who are divorced or whose civil partnership has been legally dissolved are more likely to have applied for variable start and finish times (seven percent versus three percent on average), this could be because they are single parents.

Similarly requests for flexible working increase with age, although this drops for the highest age bracket. Almost all (98%) of those under 25 have not applied for flexible working, this drops to 92% of those aged 45-49.

Women are more likely than men to have applied overall (eight percent versus four percent), but among the differing flexible working options they are only more likely to have applied for variable start and finish times (five percent versus three percent).

Of the five percent who have applied for flexible working arrangements, three quarters (76%) say that their application has been successful, with 20% saying it was not. One in twenty (four percent) are still awaiting the outcome of their application.

Figure 8.2 – Success of applications for flexible working

Q. If you have applied for Flexible Working arrangements, was your application successful?

% Flexi working application success

Successful	76%
Not successful	20%
Awaiting decision	4%
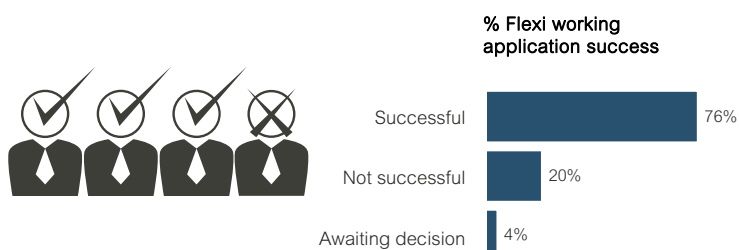
Base: All those who have applied for Flexible Working arrangement (487)

8.2 Awareness of guidance on flexible working arrangements

The low levels of application for flexible working arrangements may be explained in part by the fact that three quarters (76%) of Service Personnel have never heard of the guide to Flexible Working Arrangements in the Single Services (DIN published in 2011 and JSP 760). A further 14% say that they have heard of the guidance but know nothing about it, with seven percent knowing a little, two percent saying they know it fairly well and only one percent saying they know the guidance very well.

Figure 8.3 – Awareness of guidance on flexible working

Q. Are you aware of the guide to Flexible Working Arrangements in the Single Services (DIN published in 2011 and JSP 760)?

- ■ % Know very well
- ■ % Know fairly well
- ■ % Know a little
- ■ % Heard of but don't know anything about it
- ■ % Never heard of
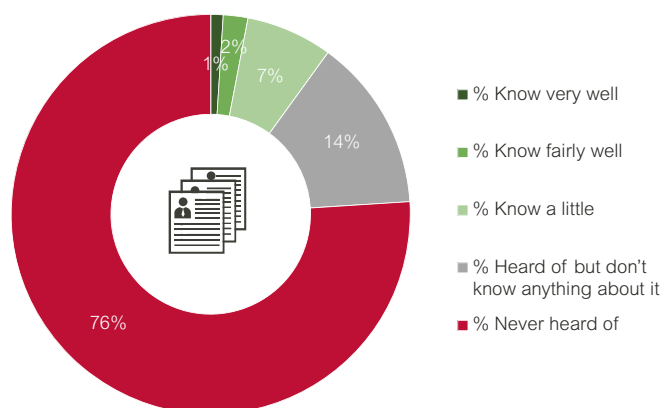
Base: All Service Personnel answering excluding don't know (7,691)

Those in the Royal Navy (who are most likely to have applied for flexible working arrangements) are most likely to have at least heard of the guidance (28%), with the Royal Marines least likely (19%), compared with 24% on average. The Royal Navy are more likely than average to say they know a little about the guidance (10% versus seven percent on average), however they are no more likely than other single Services to say they know the guidance better than this.

Officers are more likely than Other Ranks to have at least heard of the guidance (29% versus 23%), however, awareness increases in the more senior ranks of both Officers and Other Ranks (37% of OF4-6s and 32% of OR8-9s are at least aware of the guidance compared with 26% of OFD-3s and 22% of OR1-7s) indicating that awareness may be as much about time in the Services as rank specifically.

Those with children are more likely than those without to say they have at least heard of the guidance (26% versus 22%) but are no more likely than those without children to have a more specific level of knowledge about it.

Women are more likely to be at least aware of the guidance than men (33% versus 23%), with 11% saying they know a little about it and three percent

that they know if fairly well, compared with seven and two percent of men respectively. Younger personnel are the least likely to have heard of the guidance around flexible working arrangements, with 82% of those aged 25-29 saying they had not heard of it, compared to 76% in total. There are, however no significant differences in the proportion of 16-24s who say they have heard of the guidance.

Those who have applied for flexible working previously are more likely than the average to say that they know the guidance very well (four percent compared with one percent in total), fairly well (nine percent compared with two percent) and a little (16% compared with seven percent).

8.3   Flexible working in the future

There is some appetite for take-up of flexible working arrangements in the future, with around a quarter (23%) saying this is something they are definitely interested in, and a further 37% saying they would possibly be interested in applying at some point. Just under three in ten (28%) say they would not be interested in this in the future, and just over one in ten (12%) say they don't know.

Figure 8.4 – Interest in applications for flexible working in the future

Q. Would you be interested in applying in future?
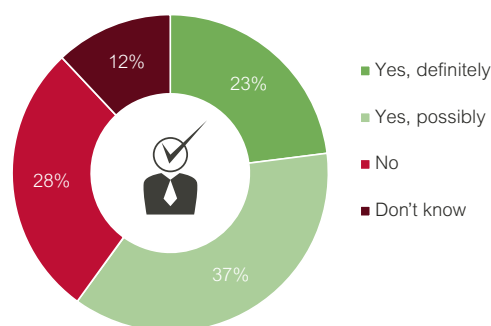
Base: All Personnel answering (7,780)

Those in the Royal Navy are most inclined to say flexible working is something they would definitely or possibly consider in the future (67% versus 60% on average) with those in the Army most likely to say this is something they would not consider (31% versus 28% on average).

Officers are more likely to say they would definitely or possibly consider flexible working in the future compared with Other Ranks (68% versus 59%), and women more likely to consider it than men (73% versus 59%).

Those over 35 are less likely than those under 35 to consider it in the future (32% versus 23% say they are not interested).

Those who are in a long-term relationship and parents are more likely than Service Personnel on average to say they it is something they would definitely be interested in in the future (both 24% compared with 23%), and those who currently use childcare even more so (27% compared with 23%).

The profile for those who would be interested in possibly or definitely applying for flexible working arrangements in the future is similar to the profile of those who apply for these options at present.

Joining the Armed Forces

9 Joining the Armed Forces

This chapter looks at the qualifications that Service Personnel hold when they join the Armed Forces currently, and explores whether motivation to join the Armed Forces would change should the requirement for entry qualifications change.

9.1 Qualifications on joining the Armed Forces

Academic qualifications

Over half of those joining Armed Forces (60%) say their highest qualification on joining was at NVQ1-2 (GCSE, O-Level or CSE Level), including a fifth (21%) saying they have at least 5 A*-C grades at GCSE, O-level or CSE (NVQ Level 2). The same proportion (21%) say they have A-Levels or equivalent (NVQ Level 3), with one in ten (11%) having a degree and two percent a higher degree (Masters or PhD). One in twenty (five percent) say they had no qualifications when they joined.

Figure 9.1 – Highest qualification held on joining

Q. Before you joined the Armed Forces, what was the highest qualification you held?

GCSE/NVQ1-2   60%
A-Level/NVQ3   21%
Bachelor Degree/NVQ4   11%
Masters/PhD   2%
Other   1%
No qualifications   5%
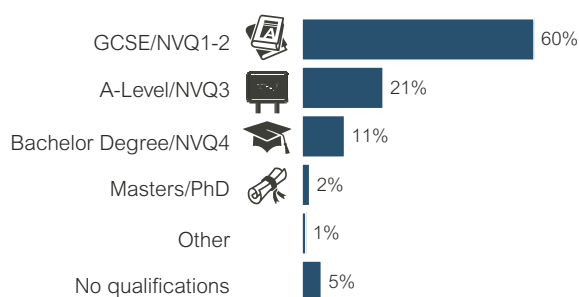
Base: All Service Personnel answering excluding don't know (7,745)

Those in the Army are likely to have lower qualifications, with around two thirds (64%) at NVQ Levels 1-2 and seven percent saying they had no qualifications upon joining (compared with 60% and five percent on average). The most highly qualified are those in the RAF, where 29% have A-Levels or equivalents (versus 21% on average) and 15% have a degree (compared with 11% on average).

As would be expected, Officers have higher qualifications on joining than Other Ranks with a quarter (23%) of Officers having A-Levels (versus 20%)

and 44% a degree (versus four percent). Other Ranks are more likely to say their highest qualification is NVQ1-2 (68% versus 21%) or that they have no formal qualifications (five percent versus two percent). This division is further pronounced when looking at the ranks at which Service Personnel joined the Armed Forces.

Achieving five GCSEs at grades A*-C is more common in the younger age groups (35% of 16-24s, 27% of 25-29 compared with 21% overall). A-Levels are also more common in younger cohorts.

Women are likely to be more highly qualified than men, with 17% having a first degree (versus 10%) and three percent a higher degree (versus two percent). Men are more likely to have an NVQ1-2 level qualification (60% versus 53% of women).

Driving licence

Around half (48%) say they had a full UK driving licence before they joined the Armed Forces, with a similar proportion (52%) saying they did not.

Having a driving licence before joining is correlated with the highest qualification achieved – the higher the academic qualification the more likely the Service Person is to have a driving licence before joining. This is unlikely to be a causal relationship, but probably reflects the age of joining which was not directly captured in this survey.

Those in the RAF are also more likely to say they held a UK driving licence before they joined (65%), compared with 48% overall and 40% of the Army. Indeed the Army are the only single Service where more say they did not have a driving licence before joining than say they did.

Officers are more likely to say they held a UK driving licence before joining than Other Ranks (74% versus 43%), and the proportion of those who had a driving licence when they joined as Officers is even higher (88%).

Women are more likely than men to say they held a driving licence before they joined (58% versus 47%).

48% had a
driving licence before joining

% of Service Personnel with a driving licence before joining

9.2   Impact of qualification requirement on joining the Armed Forces

The majority of Service Personnel who joined as Other Ranks say that having to obtain a full UK driving licence at their own expense before joining would have made no difference to them joining (59%). Just over a quarter (27%) say it would have made them less likely to join.

Around a third (36%) say that having to complete a year of vocational or academic study chosen by the Services prior to joining to speed up entry to the front line would have made no difference to their decision to join, with

a slightly smaller proportion (31%) saying that it would have made them less likely. This balance is reversed if the period of study was greater than a year, with 31% saying it would make no difference and 37% saying it would put them off. Around one in six say that their decision would depend on the qualification they had to complete (16% for one year of study and 15% for more than one year of study).

Figure 9.2 – Impact of qualification requirement on joining the Armed Forces

Q. What difference do you think it would have made to you joining the Armed Forces if after being accepted you had to first:

- % More likely to join
- % Makes no difference
- % Less likely to join
- % Depends on the qualification
- % Don't know

Bases

Obtain a driving licence at your own expense	6%	59%	27%	3% 5%	(5,064)
Complete 1yr of vocational/academic study chosen by the Services, prior to joining, to speed-up entry to the front line	13%	36%	31%	16% 4%	(5,105)
Complete MORE THAN 1yr of vocational/academic study chosen by the Services, prior to joining, to speed-up entry to the front line	11%	31%	37%	15% 5%	(5,092)
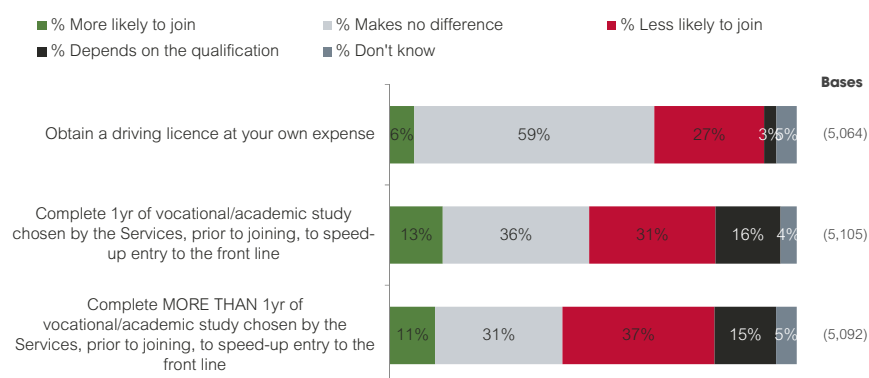
Base: All those who joined as Non-Officers ranks answering

Those who say that the requirement to gain a driving licence before joining would make no difference are more likely to be those in the RAF (69%), Officers (63%) and women (67%) compared with 59% on average. This is a similar profile to those more likely to say they already had a driving licence before they joined, and indeed those who did are more likely to say it would not make a difference than those who did not (69% versus 52%). Those who did not have a driving licence before joining are more likely to say that they would be put off joining by this being made a requirement (33% versus 18%).

Those in the Royal Navy are most likely to say that it would have made no difference to their intention to join if they were required to complete a year of vocational training prior to joining (40% versus 36% overall). The Army are most positive, with 15% saying it would make them more likely to join, compared with 13% overall.   Those who have progressed from Other Ranks to Officers are more likely than those who have stayed as Other Ranks to say they would be less likely to join (35% versus 30%).

Women are more likely than men to say a year of vocational learning would not make a difference (46% compared with 35%) with men being more polarised; both more likely than women to say they would be more likely (13% versus nine percent) and less likely (31% versus 24%) to join.

There are few differences based on those who had different qualifications when they joined, with those who held A-levels or equivalent qualifications

more likely to say it depends on the qualification required (19% versus 16% on average). Those with fewer or no qualifications when they joined are no more likely than those with qualifications to say the requirement for a year of vocational or academic study would make them less likely to apply.

Similarly, if asked to complete a vocational or academic course of more than one year in length before joining, those in the Royal Navy and the Royal Marines are most likely to say it would not make a difference (36% and 37% respectively compared with 31% overall) with the Army most likely to say it would make them more likely to join (14% compared with 11% overall). Those in the RAF are most likely to say a qualification of more than one year in duration chosen by the Services would make them less likely to join (41% versus 37% overall).

As with a shorter qualification, women are more likely than the average to say that having to complete the qualification would make no difference to whether or not they applied (39% compared with 31%).

Again, level of qualification prior to joining makes little difference on whether having a new requirement for qualification would affect willingness to join, although similarly to shorter qualification, those who have A-Levels or an equivalent prior to joining are more likely than the average to say it would depend on the qualification (19% versus 15%).

Appendices

Appendix A – Questionnaire

New Employment Model - Consultation Survey (Phase 2)

Please fill in this survey as fully and honestly as you can. It should only take around 10 - 15 minutes.

Your completed survey will be treated in confidence: it will be processed by people outside your Chain of Command and the Ministry of Defence. Responses from individuals will not be identified.

Please read any instructions carefully before answering and follow any routing instruction after answering a question. A few questions will require a written answer - please write clearly in BLOCK CAPITALS.

Once completed please return the survey within two weeks of receipt to a:cet Limited, Centre 500, 500 Chiswick High Road, London W4 5RG using the prepaid envelope provided.

You may have recently received an email inviting you to complete the intranet version of this questionnaire. If you have already completed the intranet version of this questionnaire then please ignore this paper copy.

I confirm that I have read and understood the participant information sheet and agree to take part in this survey.

Section 1 - Your Background

Q1 **Which part of the Armed Forces do you belong to? (Please choose only one of the following)**

Army ☐¹

Royal Air Force ☐²

Royal Marines ☐³

Royal Navy ☐⁴

Q2 **Please select your rank from the list. (Please choose only one of the following)**

OF-6 or above (Commodore/Brigadier/Air Commodore or above) ☐¹

OF-5 (Captain/Colonel/Group Captain) ☐²

OF-4 (Commander/Lieutenant Colonel/Wing Commander) ☐³

OF-3 (Lieutenant Commander/Major/Squadron Leader) ☐⁴

OF-2 (Lieutenant/Captain/Flight Lieutenant) ☐⁵

OF-1 (Sub-Lieutenant/Lieutenant/2nd Lieutenant/Flying Officer/Pilot Officer) ☐⁶

OF(D) (Midshipman/Officer Designate) ☐⁷

OR-9 (Warrant Officer Class 1/Warrant Officer) ☐⁸

OR-8 (Warrant Officer Class 2) ☐⁹

OR-7 (Chief Petty Officer/Colour Sergeant/Staff Sergeant/Flight Sergeant/ Chief Technician) ☐¹⁰

OR-6 (Petty Officer/Sergeant) ☐¹¹

OR-4 (Leading Rate/Corporal) ☐¹²

OR-3 (Lance Corporal) ☐¹³

OR-2 (Able Rating Marine/Private (Classes 1 to 3)/Junior Technician/Leading Aircraftman /Senior Aircraftman) ☐¹⁴

OR-1 (Private (Class 4)/Junior Aircraftman) ☐¹⁵

Q3 Which of the following best applies to you? (Please choose only one of the following)

Single (never married or formed a civil partnership) ☐¹

In a long term / established relationship (but not married or in a civil partnership) ☐²

Married / In a civil partnership ☐³

Separated, but still legally married or in a civil partnership ☐⁴

Divorced / Formerly in a civil partnership which is now legally dissolved ☐⁵

Widowed / The surviving partner from a civil partnership ☐⁶

Prefer not to say ☐⁷

Section 2 - Accommodation

We will now ask you some questions about the different types of accommodation you have used during your time in the Armed Forces.

Q4 Which of the following best describes the main place you live?
By this we mean the place where you normally live at weekends or when on leave.
(Please choose only one of the following)

Single Living Accommodation (SLA or SSSA) ☐¹

Service Family Accommodation (SFA or SSFA) ☐²

Own home (owned outright) ☐³

Own home (buying on mortgage) ☐⁴

Own home (rented) ☐⁵

With parents or other relatives in their home ☐⁶

Other (please specify) ☐⁷

_____

Q5 Do you currently own, or have a mortgage on, a property that is not a place where you live?
This might be somewhere you rent out to others or that you bought as an investment.

Yes ☐¹

No ☐²

Don't know ☐³

Q6 Which of the following types of service accommodation do you use, or have you used?

	Currently use (Choose all that apply)	Have you ever used (Choose all that apply)
a. Single Living Accommodation (SLA or SSSA)	☐¹	☐²
b. Service Family Accommodation (SFA or SSFA)	☐¹	☐²
c. None of the above	☐¹	☐²
d. Other (please specify)	☐¹	☐²

_____ _____

Q7 In general, what (if any) do you feel are the advantages of living in service accommodation?

	Advantage (Choose all that apply)	Biggest advantage (Choose only one)
a. Ability to leave at short notice	☐¹	☐²
b. Availability of accommodation when posted	☐¹	☐²
c. Close to work	☐¹	☐²
d. Close to other service facilities (e.g. exercise, medical, dental, welfare and social facilities)	☐¹	☐²
e. Contractors to maintain property	☐¹	☐²
f. Living within a Service community	☐¹	☐²
g. Low cost	☐¹	☐²
h. No advantages	☐¹	☐²
i. Don't know	☐¹	☐²
j. Other (please specify)	☐¹	☐²

Q8 In general, what (if any) would you say are the disadvantages of living in service accommodation?

	Disadvantage (Choose all that apply)	Biggest disadvantage (Choose only one)
a. Decorative condition overall	☐¹	☐²
b. Lack of choice of accommodation	☐¹	☐²
c. Living within a Service Community	☐¹	☐²
d. Move in/move out process (e.g. property inspections)	☐¹	☐²
e. No Right to Buy	☐¹	☐²
f. No security of tenure (i.e. have to leave when reassigned or when leaving the Services)	☐¹	☐²
g. Restrictions on decoration	☐¹	☐²
h. Restrictions on visitors	☐¹	☐²
i. Size of accommodation	☐¹	☐²
j. Standard of maintenance	☐¹	☐²
k. Too close to work	☐¹	☐²
l. Too expensive/not good value for money	☐¹	☐²
m. Allocation process of SLA/SFA	☐¹	☐²
n. No disadvantages	☐¹	☐²
o. Other (please specify)	☐¹	☐²

Q9 If you were offered a choice of new service accommodation, what would be the importance of the following three factors to you? Please rank them in order of importance, where 1 is the most important and 3 is the least: (Please number each box in order of preference from 1 to 3)

a. Condition of the property (e.g. acceptable standards of repair, how modern and how warm the property is) ☐¹

b. Location of the property (distance to town centre and services) ☐¹

c. Size of the property (in terms of floor space) ☐¹

Q10 **Which, if any, of the following is it most important to you to be close to in terms of the location of your property?**

	Important (Choose at most 5)	Most important (Choose only one)
a. Ability to access broadband internet at home	☐ 1	☐ 2
b. Cash dispenser	☐ 1	☐ 2
c. Convenience store	☐ 1	☐ 2
d. Dentist	☐ 1	☐ 2
e. Employment opportunities	☐ 1	☐ 2
f. Food shop for weekly shopping	☐ 1	☐ 2
g. GP (doctor)	☐ 1	☐ 2
h. Hospital	☐ 1	☐ 2
i. Phone box	☐ 1	☐ 2
j. Public transport pick up point (e.g. bus stop, train station)	☐ 1	☐ 2
k. Your workplace	☐ 1	☐ 2
l. Primary School	☐ 1	☐ 2
m. Secondary School	☐ 1	☐ 2
n. Further education establishment	☐ 1	☐ 2
o. Town centre for shopping	☐ 1	☐ 2
p. Don't know	☐ 1	☐ 2
q. Other (please specify)	☐ 1	☐ 2

Q11 **In your current circumstances, which of the following do you think best applies to you?**

	Choose only one
I would be able to afford a mortgage on a property suitable for me/my family on my salary alone	☐ 1
I would be able to afford a mortgage on a property suitable for me/my family with my salary and my partner's income	☐ 2
I would not be able to afford a mortgage on a suitable property	☐ 3
Don't know	☐ 4

Q12 **To what extent do you agree or disagree with the following statements?**
(Please choose the appropriate response for each item)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
a. I don't have enough money to think about saving it	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
b. I tend to only save for the short term (e.g. holidays, Christmas)	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
c. I save money on a regular basis	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
d. There is no point in putting money aside	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
e. I save for the long term future (e.g. to buy a house, retirement)	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6

Q13 Currently Service Personnel who are married or in a civil partnership or those who are the main carer for their children are entitled to Service Family Accommodation (SFA). If entitlement to SFA was extended beyond only those groups, who, if anyone, would you like to see prioritised? (Please choose at most 3 answers)

a. Unmarried partners with children ☐¹

b. Service Personnel who have children from a previous relationship, but who are not the primary carer ☐¹

c. Unmarried partners without children ☐¹

d. Service Personnel with children who are over 18 and not in full time education ☐¹

e. Service Personnel who require living space for caring responsibilities (e.g. elderly relatives) ☐¹

f. I don't think the entitlement should be extended ☐¹

g. Other (please specify) ☐¹

Q14 For each of the following areas of housing, how much (if any) information would you like the Services to provide you with?
(Please choose the appropriate response for each item)

	More information	Same amount of information	Less information	No information
a. Private rented sector	☐¹	☐²	☐³	☐⁴
b. Private housing market	☐¹	☐²	☐³	☐⁴
c. Mortgages	☐¹	☐²	☐³	☐⁴
d. Government schemes to help you buy a home (e.g. Help to Buy)	☐¹	☐²	☐³	☐⁴

Q15 Where, if anywhere, do you go to access information and advice about non-service housing when needed?
(Please choose all that apply)

	Currently	Prefer to in future
a. Bank/building society	☐¹	☐²
b. Citizen's Advice Bureau (CAB)	☐¹	☐²
c. Estate Agent	☐¹	☐²
d. Friends and family	☐¹	☐²
e. Joint Service Housing Advice Office (JSHAO)	☐¹	☐²
f. Local council	☐¹	☐²
g. Unit Welfare office/HIVE	☐¹	☐²
h. Solicitor	☐¹	☐²
i. Websites	☐¹	☐²
j. I have never tried/do not want to access information about non-service accommodation	☐¹	☐²
k. Don't know	☐¹	☐²
l. Other (please specify)	☐¹	☐²

Q16 Which, if any, of the following ways would you prefer to get information about non-service housing from these Service sources? (Please choose all that apply)

	a. Joint Service Housing Advice Office (JSHAO)	b. Unit Welfare office/HIVE
Face-to-face	☐ 1	☐ 1
Internet forum	☐ 2	☐ 2
Internet one-to-one advisor	☐ 3	☐ 3
Information on internet	☐ 4	☐ 4
Printed leaflets or booklets	☐ 5	☐ 5
Telephone advice line	☐ 6	☐ 6
I would not want information on non-service housing from the Services	☐ 7	☐ 7
Don't know	☐ 8	☐ 8
Other (please specify)	☐ 9	☐ 9

Section 3 - Family Life

Now some questions about your family.

Q17 Which, if any of the following apply to you? I am the parent or legal guardian of...
(Please choose all that apply)

a. ...at least one child aged under 16 who lives with me	☐ 1	Go to Q18
b. ...at least one child aged under 16 who does not live with me and to whose upbringing I contribute financially	☐ 1	Go to Q20
c. ...at least one child aged under 16 who does not live with me and to whose upbringing I do not contribute financially	☐ 1	Go to Q20
d. ...at least one child aged 16 to 19 who is currently in full time education	☐ 1	Go to Q20
e. ...at least one child over the age of 18 not currently in full time education who lives with me	☐ 1	Go to Q20
f. None of the above	☐ 1	Go to Q20

Q18 If you said that you have a child or children under the age of 16 who live with you.
For these children, which, if any, of these childcare arrangements do you use currently, or considered using?
(Please choose all that apply)

	Currently use	Considered using	
a. Baby-sitter who comes to your home	☐1	☐2	
b. Breakfast club, after school club, or holiday scheme on or off school/nursery school site	☐1	☐2	
c. Childminder in their home	☐1	☐2	
d. Crèche	☐1	☐2	
e. Nanny, au pair or childcarer in the home	☐1	☐2	
f. Nursery school or nursery class	☐1	☐2	
g. Playgroup	☐1	☐2	
h. Special day school/nursery/unit for children with special educational needs	☐1	☐2	
i. Any friend/relative	☐1	☐2	
j. None of these	☐1	☐2	Go to Q20
k. Don't know	☐1	☐2	Go to Q20
l. Other (please specify)	☐1	☐2	

Q19 If you have used or considered using childcare, how satisfied or dissatisfied are you with the following aspects of childcare services in your area? (Please choose the most appropriate answer for each item)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
a. Availability of places	☐1	☐2	☐3	☐4	☐5	☐6
b. Choice of services	☐1	☐2	☐3	☐4	☐5	☐6
c. Cost	☐1	☐2	☐3	☐4	☐5	☐6
d. Flexibility	☐1	☐2	☐3	☐4	☐5	☐6
e. Location	☐1	☐2	☐3	☐4	☐5	☐6
f. Opening hours	☐1	☐2	☐3	☐4	☐5	☐6
g. Quality	☐1	☐2	☐3	☐4	☐5	☐6

Q20 If you currently have a spouse or civil partner or are in a long-term relationship, which of the following best applies to what your partner is doing at the moment? (Please choose only one of the following)

Employee in full-time job (30 hours plus per week)	☐1
Employee in part-time job (under 30 hours per week)	☐2
Self-employed full or part-time	☐3
Full-time education at school, college or university	☐4
Unemployed and available for work	☐5
Permanently sick/disabled	☐6
Wholly retired from work	☐7
Looking after the home/children	☐8
Something else (Please write in below)	☐9

Section 4 - Overseas Postings

We would now like to ask you some questions on your views about overseas postings.

Q21 During your career in the Armed Forces, have you ever undertaken an overseas posting (this does not include going overseas for operations)?

Yes ☐¹ No ☐² Don't know ☐³

Q22 How keen, if at all, would you be to take up an overseas posting in the next 3 years if one was offered to you?

Very keen	☐¹	Go to Q24
Quite keen	☐²	Go to Q24
Not very keen	☐³	Go to Q23
Not at all keen	☐⁴	Go to Q23
Don't know	☐⁵	Go to Q25

Q23 Why would you not be keen to take up an overseas posting? (Please choose all that apply)

a. It would not be good for my career	☐¹	Go to Q25
b. It would make it difficult for my partner to work	☐¹	Go to Q25
c. I would be financially worse off	☐¹	Go to Q25
d. It would disrupt my children's education	☐¹	Go to Q25
e. I would not want to be separated from my family	☐¹	Go to Q25
f. I would not want to rent out my home/leave it empty	☐¹	Go to Q25
g. I have elderly parents/relatives who need my help	☐¹	Go to Q25
h. Don't know	☐¹	Go to Q25
i. Other (please specify)	☐¹	Go to Q25

[ ]

Q24 Why would you be keen to take up an overseas posting? (Please choose all that apply)

a. Ability to live in a different country	☐¹
b. Ability to work in a different country	☐¹
c. Allowance package is good	☐¹
d. I will be financially better off	☐¹
e. It would broaden my career profile	☐¹
f. There are language training opportunities	☐¹
g. My family would have military-provided health care	☐¹
h. I would have guaranteed access to Continuity of Education Allowance (CEA) for duration of the tour	☐¹
i. There is better community spirit on an overseas posting	☐¹
j. Don't know	☐¹
k. Other (please specify)	☐¹

[ ]

Section 5 - Allowances

One of the aims of NEM is to simplify allowances for Service Personnel.

Q25 To what extent do you agree or disagree with the following statements around allowances?
(Please choose the appropriate response for each item)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
a. It is difficult to find out exactly what allowances I might be entitled to claim/receive	☐1	☐2	☐3	☐4	☐5	☐6
b. I understand what allowances I can claim	☐1	☐2	☐3	☐4	☐5	☐6
c. Unit Admin staff provide helpful advice about claiming allowances	☐1	☐2	☐3	☐4	☐5	☐6
d. It is difficult to use JPA self-administration	☐1	☐2	☐3	☐4	☐5	☐6
e. Unit Admin staff help me with most claims that I make	☐1	☐2	☐3	☐4	☐5	☐6
f. I find the regulations (such as JSP 752) difficult to understand	☐1	☐2	☐3	☐4	☐5	☐6

Q26 Currently, when assigned overseas on a permanent posting (not operations), Service Personnel receive Local Overseas Allowance with a set amount being paid every month. However, it is recognised that there are more costs for Service Personnel in the early days of an overseas posting. Which of the following options would you prefer for Local Overseas Allowance in the future? (Please choose only one of the following)

'Front load' payments to have higher payments at the start of a posting and lower payments later ☐1

Keep the current system with a standard monthly payment ☐2

Don't know ☐3

Q27 Currently, Disturbance Allowance is awarded at the same level whether Service Personnel are relocated on reassignment in the UK or on overseas duty. Alternatively, it would be possible to increase relocation payments for some moves and reduce them for others. Which of the following options would you prefer for Disturbance Allowance in the future? (Please choose only one of the following)

Introduce different rates for relocation within the UK and for relocations to or from overseas locations ☐1

Keep the current system with all payments at the same level regardless of where SP are posted ☐2

Don't know ☐3

Section 6 - Training and Education

Q28 To what extent, if at all, would reducing time spent on residential courses through the use of home or workplace study via a website appeal to you? (Please choose only one of the following)

Very appealing ☐1

Appealing ☐2

Neither appealing or unappealing ☐3

Unappealing ☐4

Very Unappealing ☐5

Don't know ☐6

Q29 To what extent do you agree or disagree with the following statements about e-learning? E-learning means training courses you access online, e.g. through Defence Learning Portal.
(Please choose the appropriate response for each item)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
a. I am given sufficient time to complete e-learning in the workplace	☐¹	☐²	☐³	☐⁴	☐⁵	☐⁶
b. I prefer to access e-learning from home	☐¹	☐²	☐³	☐⁴	☐⁵	☐⁶
c. I think e-learning is a good way to develop skills	☐¹	☐²	☐³	☐⁴	☐⁵	☐⁶

Q30 Have you used standard learning credits or enhanced learning credits in the last 5 years?
(Please choose only one of the following)

Yes, standard learning credits	☐¹	Go to Q32
Yes, enhanced learning credits	☐²	Go to Q32
Yes, both	☐³	Go to Q32
No - but I am aware of them	☐⁴	Go to Q31
No - I have never heard of them	☐⁵	Go to Q32
Don't know	☐⁶	Go to Q32

Q31 Why have you not used standard or enhanced learning credits? (Please choose only one of the following)

Insufficient value to cover the course I wanted to do	☐¹
The course I wanted to do was not eligible	☐²
The course I wanted to do was not available	☐³
I don't know what courses are eligible	☐⁴
I was not eligible for Standard/Enhanced Learning Credits	☐⁵
I don't have time to study	☐⁶
I'm not interested in studying	☐⁷
Don't know	☐⁸
Other (please specify)	☐⁹

[ ]

Section 7 - Flexible Working

There are now some questions about flexible working arrangements.

Q32 Have you ever applied for any of the following Flexible Working Arrangements? (Please choose all that apply)

a. Career break	☐¹
b. Compressed hours	☐¹
c. Unpaid leave	☐¹
d. Variable start/finish times	☐¹
e. Working from home	☐¹
f. None of the above	☐¹
g. Don't know	☐¹

Q33   If you have applied for Flexible Working arrangements, was your application successful?
(Please choose only one of the following)

Yes ☐¹

No ☐²

Still awaiting decision ☐³

Q34   Would you be interested in applying in future? (Please choose only one of the following)

Yes, definitely ☐¹

Yes, possibly ☐²

No ☐³

Don't know ☐⁴

Q35   Are you aware of the guide to Flexible Working Arrangements in the Single Services (DIN published in 2011 and JSP 760)? (Please choose only one of the following)

Know very well ☐¹

Know fairly well ☐²

Know a little ☐³

Heard of but don't know anything about it ☐⁴

Never heard of ☐⁵

Don't know ☐⁶

Section 8 - Joining the Armed Forces

The following questions ask you to think back to when you first joined the Armed Forces. Please answer as honestly as possible thinking about your circumstances at the time.

Q36   Before you joined the Armed Forces, what was the highest qualification you held?
(Please choose only one of the following)

GCSE/O-Level/CSE (any grades)	☐¹	Bachelor Degree or equivalent (=NVQ4)	☐⁶
GCSE/O-Level/CSE (with at least 5 A*-C grades)	☐²	Masters/PhD or equivalent	☐⁷
NVQ Level 1	☐³	No formal qualifications	☐⁸
NVQ Level 2	☐⁴	Don't Know	☐⁹
A-Level or equivalent (=NVQ3)	☐⁵	Other (please specify)	☐¹⁰

Q37   Did you hold a full UK driving licence before you joined the Armed Forces?
(Please choose only one of the following)

Yes ☐¹   No ☐²   Can't remember ☐³

Q38   When you first joined the Armed Forces, which entry stream did you join as?

Officer ☐¹   Go to Q40   Non-officer ☐²   Go to Q39

Q39 What difference do you think it would have made to you joining the Armed Forces if after being accepted you had to first: (Please choose the appropriate response for each item)

	More likely	Make no difference	Less likely	It depends on the qualification	Don't know
a. obtain a driving licence at your own expense?	☐1	☐2	☐3	N/A	☐5
b. complete a year of vocational or academic study chosen by the Services, prior to joining, to speed-up entry to the front line?	☐1	☐2	☐3	☐4	☐5
c. complete more than a year of vocational or academic study chosen by the Services, prior to joining, to speed-up entry to the front line?	☐1	☐2	☐3	☐4	☐5

Section 9 - Demographic Information

Finally, we want to ask some questions about you, to make sure we have spoken to a wide range of people.

Q40 Are you… (Please choose only one of the following)

Male ☐1

Female ☐2

Q41 Which age group are you in? (Please choose only one of the following)

Under 18 ☐1

18-19 ☐2

20-24 ☐3

25-29 ☐4

30-34 ☐5

35-39 ☐6

40-44 ☐7

45-49 ☐8

50-54 ☐9

55 and above ☐10

Thank you for completing this questionnaire.
Please return the questionnaire within 2 weeks of receipt (or at the next mail dispatch opportunity) to
a:cet Limited, Centre 500, 500 Chiswick High Road, London, W4 5RG using the envelope provided.

Appendix B – Statistical Reliability

The respondents to this survey are only a sample of Service Personnel so we cannot be certain that the figures obtained are exactly those we would have achieved if everybody had responded (the 'true' values). We can, however, predict with a reasonable degree of confidence where the true value is likely to lie, from knowledge of the size of the samples on which the results are based and the number of times that a particular answer is given.

The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the 'true' value will fall within a specified range.

The table below illustrates the predicted ranges where we think the true values will lie, for different sample sizes and percentage results at the 95% confidence interval. It can be noted that we are less sure of results from questions that have been filtered or for results from small groups of respondents.

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	+/-	+/-	+/-
100 responses	5.9	9.0	9.8
200 responses	4.2	6.3	6.9
300 responses	3.4	5.2	5.7
400 responses	2.9	4.5	4.9
500 responses	2.6	4.0	4.4
1,000 responses	1.9	2.8	3.1
2,000 responses	1.3	2.0	2.2
5,000 responses	0.8	1.3	1.4
7,927 (total survey responses)	0.6	1.0	1.1

For example, with a sample size of 500 where 30% give a particular answer, the chances are 95 in 100 that the 'true' value (which would have been obtained if all Service Personnel had been included) will fall within the range of +/-4 percentage points from the sample result.

When results are compared between separate groups within a sample, different results may be obtained. This difference may be real, or it may occur by chance (because not everyone in the population has been interviewed). We have used statistical tests, to test if the difference is a real one - i.e. if it is statistically significant, this is again based on the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. The statistical test used in this report is a two-tailed t-test. Where differences are reported against the total, an overlap formula is applied to account for the fact that these groups are not mutually exclusive (i.e. that those in the subgroup being tested will also appear in the total column).

Appendix C – Reading the data tables

The Data tables providing full results for this survey are available under separate cover. Each table refers to a question asked at the tri-Service level, and they are arranged in the order in which they were asked in the questionnaire. 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. The title of each table reflects the question asked in the questionnaire.

Unless otherwise specified, 'don't know' and 'not applicable' responses are ignored and percentages are based only on the numbers of respondents who chose the remaining item response options.

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 have generally been regrouped to a 3-point level, as shown in the table below:

Type of scale	Group 1	Group 2
Agreement	Agree (Strongly and Tend to agree)	Disagree (Strongly and Tend to disagree)
Satisfaction	Agree (Very and Fairly satisfied)	Dissatisfied (Very and Fairly dissatisfied)

Each table includes an estimate of the proportion of the population by category. Total unweighted counts for each question are provided. Where the unweighted count for a Service/Rank Group is less than 30, results by category have been withheld as distributions for these low numbers of respondents are unreliable. Suppressing results based on less than 30 responses also helps to preserve respondent confidentiality.

Each column in the tables has a letter at its top. Next to certain percentages in the tables, there also appears one or more capital letters. If a percentage has a letter next to it, it means this figure is significantly higher than the corresponding percentage in the column headed by this letter. Note that significant increases do not necessarily refer to an improvement. A significant increase in dissatisfaction, for example, is unlikely to be considered an improvement.

Anna Beckett
Research Director
Ipsos MORI
anna.beckett@ipsos.com

Anne Charlton
Research Manager
Ipsos MORI
anne.charlton@ipsos.com

For more information

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