



## **ANALYSIS OF RESULTS AND COMMENTS FROM THE 2017 RNRMW STAKEHOLDER SURVEY**

### **Introduction**

1. The following summarises the results from those who participated in the Royal Navy, Royal Marines Welfare (RNRMW) Stakeholder Survey conducted in November 2017. RNRMW is repeating the exercise between Jan-Mar 2019 to monitor progress against these results as part of our continuous improvement strategy.

### **Results**

2. Overall, a significant majority indicated reassuringly positive responses (93.7%). Any perceived negative responses were therefore considered in this context noting that none of the responders indicated that they had made a complaint.

3. Most responders chose not to expand on their input and those that did were split evenly between those who wished to express praise for RNRMW and those who had some concerns. There was much praise for the services provided by the teams within the Hubs and Satellites. Of those concerns registered a relatively common theme centred on the service provided by the Portal.

4. From the comments received, the Portal (since its introduction) was perceived as introducing unacceptable delays in access to RNRMW and the service provided was considered to lack required local experience and knowledge compared to more local teams. There was a perception that the signposting to the Portal as the first point of contact gives an impression that there is a 'closed door' to RNRMW perhaps resulting in and/or risk of individuals not making immediate and appropriate contact with RNRMW until issues manifest themselves in disciplinary, medical or significant welfare issues. RNRMW has therefore accepted the need to address any negative perceptions about the Portal in terms of its role and to make it clear that there is not a closed door to any Service User who wishes to contact their local RNRMW team directly should they need to. People are reminded that should they have any comments or concerns over the service from RNRMW they should use our Compliments, Suggestions and Complaints process. available from [jo.gower372@mod.gov.uk](mailto:jo.gower372@mod.gov.uk).

5. The survey results demonstrated a relatively low level of awareness of some RNRMW services. This may be down to misunderstanding of the options that were listed but, considering the professional roles of the stakeholders surveyed, this lack of awareness indicated that improved promotion/communication of these services is required and action to address this is in hand including the possibility of awareness visits in the future.

6. The remaining significant concerns centred on the view that there is a lack of direct accessibility to RNRMW for front line units in comparison to the base ports and that there may be an overemphasis on Service families rather than the whole Service community. These concerns have been registered.

### **Conclusion**

7. RNRMW considers the 2017 survey to have been a very useful exercise in identifying areas for improvement as well as validating the services provided. It has therefore been agreed to regularly repeat the exercise to monitor progress.

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