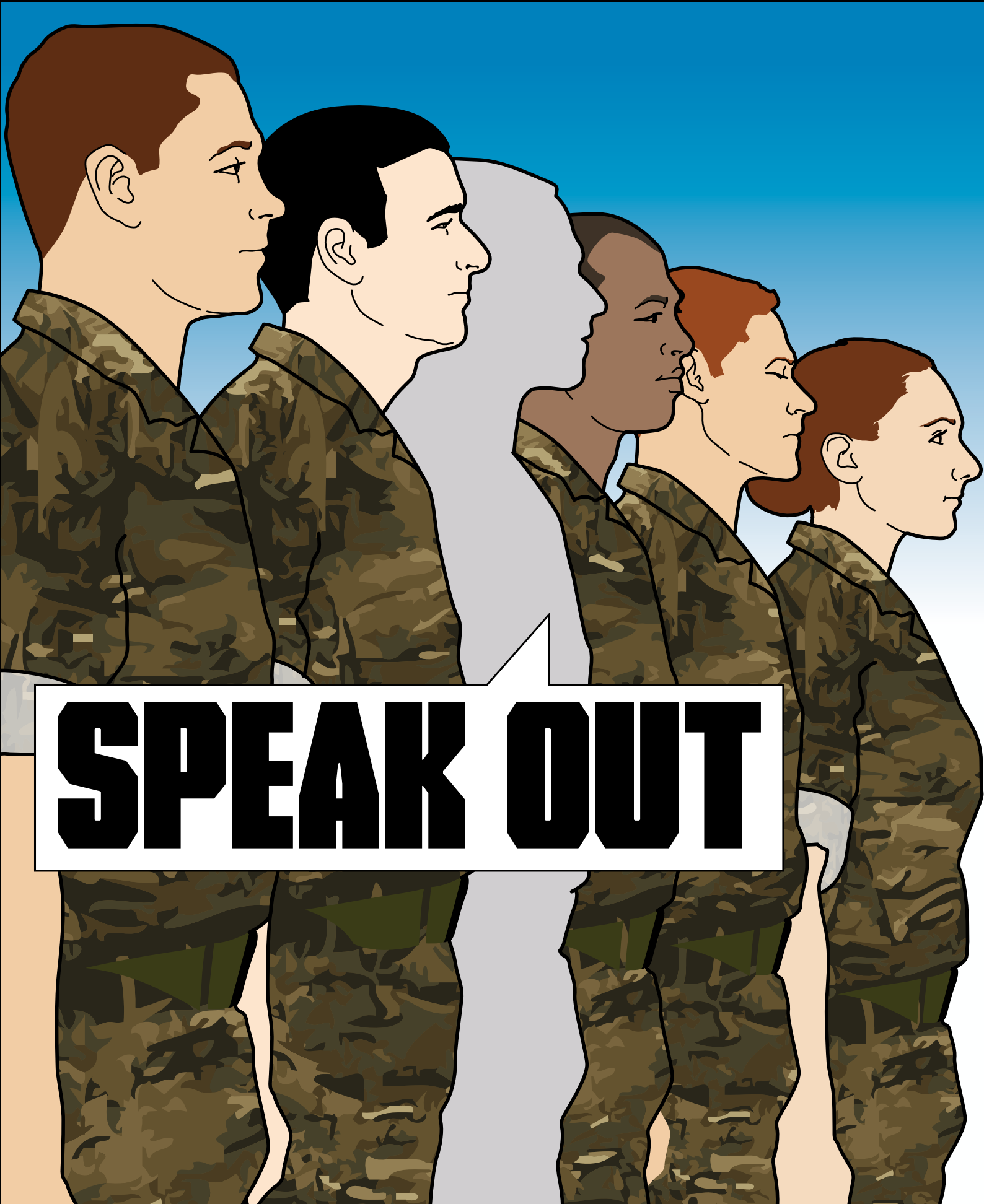




Sexual Harassment Report

2015



SPEAK OUT

ADMINISTRATION

Document Information Report Title: Sexual harassment: A study of Servicemen and Servicewomen. An investigation into the nature, prevalence, prevention and management of sexual harassment within the British Army.

Issue	Date	Details
1	August 2014	First draft
2	February 2015	Second draft
3	July 2015	Final version

Amendments will be by a whole document replacement.

97 pages

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EXECUTIVE SUMMARY

BACKGROUND

- a. Sexual harassment may be defined as 'unwanted verbal, non-verbal or physical conduct of a sexual nature which has the purpose or effect of violating the recipient's dignity, or of creating an intimidating, hostile, degrading, humiliating or offensive environment for the recipient'. Sexual harassment in organisations is commonplace, with an estimated 68% of women in the UK experiencing sexual harassment in their lifetime. However, the negative impact it has on both employees and employers can be far reaching, with those who feel that they have been sexually harassed likely to experience both mental and physical health issues such as headaches, nausea, weight loss, depression and anxiety. Individuals are also likely to report losing confidence, and experiencing negative emotions such as anger and fear. The impact that this has on the organisation can be significant, with lowered job performance and satisfaction, lack of commitment, absenteeism and resignation a direct result of sexual harassment. Therefore, it is vital that organisations promote a fair and equal workforce in order to maximise operational effectiveness and efficiency. Organisations that do not do this are likely to experience unnecessary costs and significant loss of reputation.
- b. Organisations, such as the Armed Forces, that have a higher proportion of men are likely to have higher levels of sexual harassment. There are also many ways in which the Armed Forces present a unique work culture whereby Service personnel typically work and live together, sometimes in challenging and diverse environments. Therefore, the prevalence of and opportunity for sexual harassment to occur may be higher in the Army than other workplaces. The negative consequences that sexual harassment has on the Army may therefore be more significant, with factors such as reduced team cohesion, job engagement and commitment having a detrimental impact on operational effectiveness. It is important to gain an understanding of the issues that the Army may face as a result of sexual harassment in order to promote equality of opportunity and a diverse workforce that upholds the Army's Values and Standards.
- c. This research contributes to the Agreement signed between the Ministry of Defence and the Equal Opportunities Commission (now incorporated into the Equality and Human Rights Commission), which concluded on 3 July 2008. It gathers information on the perceived prevalence of sexual harassment within the Army with a view to better understand both the nature and extent of this issue. It will also gather opinions about the effectiveness of current initiatives in place to prevent and manage sexual harassment. This information will enable the Army to better understand how successful their efforts in tackling this issue have been to date, and what still needs to be done in order to ensure that the moral, ethical and legal obligations to Service personnel are met.

METHOD

- d. An anonymous postal survey was administered to all Regular and Reserve Servicewomen and a sample of Regular and Reserve Servicemen (total sample=23,840). Due to women being significantly underrepresented in the Army, a census was taken rather than a sample to increase the chances of collecting data that is representative of the Army population. The survey was based on previous surveys distributed in 2005 and 2009; adapted slightly to reflect the current research needs. Over 7,000 surveys were returned making an overall response rate of 30%.
- e. People will differ in their opinions about what types of behaviour constitute sexual harassment, which can be affected by things such as the work culture, but also by the current social and cultural values, norms and attitudes of society. Opinions may also vary according to the individuals own level of awareness and knowledge of their legal rights and existing laws around sexual harassment and discrimination. To reduce subjective variations in what behaviours constitute sexual harassment, participants were asked about their

experiences of specific sexualised behaviours rather than 'sexual harassment' as an issue, to allow for an estimate of prevalence based on their personal experience, rather than on a predetermined definition.

- f. Focus groups were conducted with 48 randomly selected Other Ranks (ORs) from different units/cap badges to explore the lived experience of Service personnel and gain a wider view on sexual harassment in the Army. Participants were asked what kinds of behaviours they thought were unacceptable and for their views on a range of different methods to prevent and manage sexual harassment. They were also asked to evaluate the Army's current strategy to deal with sexual harassment. The data gathered from the focus groups were collated and a thematic analysis was applied. The key themes that emerged are integrated into the survey findings to provide a comprehensive picture of sexual harassment in the Army.

KEY FINDINGS

- g. **General sexualised behaviours:** General sexual behaviours are a common experience for many Service personnel, with nine out of ten people being in situations where sexual jokes, stories, and language were used. Servicewomen were more likely than Servicemen to hear sexual jokes and stories, and were less likely to see, use or be sent sexually explicit materials. The percentage of Service personnel that find these behaviours offensive is significantly lower than those who experience it. This suggests that whilst these behaviours are common, the majority of Service personnel are unlikely to be offended. However, Servicewomen were consistently more likely to be offended by generalised sexualised behaviours than Servicemen, and in some cases four times more likely. Although Servicewomen on their own were very rarely likely to be responsible for generalised sexual behaviours, in nearly half of situations both Servicemen and Servicewomen were jointly responsible.
- h. **Targeted sexual behaviours:** The percentage of those who experienced sexualised behaviours directed at them personally was lower than those experiencing generalised sexualised behaviours. However, clear differences exist with the junior ranks (Officers and ORs) and Servicewomen significantly more likely to be targeted. In fact, the more junior Service personnel were in rank, the more likely they were to experience targeted sexualised behaviour. The majority of this behaviour occurred in the workplace.
- i. **Perceptions of sexual harassment:** At least half of all Service personnel think that targeted sexualised behaviour counts as sexual harassment, and the more severe the behaviour the more likely it is to be considered sexual harassment. Servicewomen, Officers, and Reserves are most likely to view these behaviours as sexual harassment. Whether sexualised behaviours are considered sexual harassment will depend on the relationship between the people involved and the context in which they occur. Individuals are likely to have different levels of tolerance for these behaviours; what is viewed as sexual harassment by one may not be by another.
- j. **Upsetting experiences:** The number of Service personnel reporting a particularly upsetting experience in the last 12 months has increased since 2009, although still reflects a minority of the Army. Servicewomen are more likely than Servicemen to have an upsetting experience, with one in ten Servicewomen stating that this happened in the last 12 months. The most common cause of the upsetting experience was unwelcome comments about appearance, body or sexual activities, and the most frequently reported people responsible for the upsetting experience were male, junior ranking (OR) work colleague, or someone senior to the recipient.
- k. **Impact:** Servicewomen who have had an upsetting experience are likely to feel uncomfortable at work, embarrassed, humiliated, and experience depression and/or anxiety as a result of having an upsetting experience. Servicemen were more likely to say that they no longer enjoyed their work, to feel they felt they

did not do their job as well as before, to experience lower levels of motivation, and to receive a lower than expected performance evaluation. The most commonly reported impact of the experience for both Servicemen and Servicewomen was losing respect for the people involved. Given that the majority of experiences involved colleagues, it is likely that team cohesion and effectiveness is affected when these upsetting experiences occur. Given that a large number of Service personnel report the experience lasting for several months, the impact on the team is likely to be medium to long-term.

- l. Coping strategies:** Most Service personnel dealt with the upsetting experience by ignoring the behaviour and/or trying to avoid the person responsible. Servicewomen and Reserves were much more likely than Servicemen or Regulars to have someone intervene on their behalf, and this was the most effective strategy for stopping the behaviour. Approximately two thirds of Service personnel who had an upsetting experience told someone at work what was happening, and that person was most likely to be a colleague or their line manager. However, only half that number said that the person they told helped them to resolve the situation. The most common reason for not telling anyone at work was that Service personnel thought that they could handle the situation themselves.
- m. Formal complaints process:** Approximately 3% of those Service personnel who had an upsetting experience involving sexualised behaviours made a formal written complaint, and the majority were Servicewomen. The main reason for not making a formal complaint was that Service personnel believed they could handle the situation themselves. However, nearly half of Service personnel who had an upsetting experience did not make a formal complaint because they were concerned about the consequences, such as being labelled a troublemaker, and the affect it might have on their career. Over a third of Service personnel were worried about repercussions from the other people involved, and did not think anything would be done if they made a complaint. Servicewomen were more likely than Servicemen to be persuaded not to make a complaint by someone else, and to experience negative consequences after/during the complaints process. A number of Service personnel did not know how to make a complaint.
- n. Interventions:** A small percentage of Service personnel believe that sexual harassment is a problem across the Army, with the majority believing it is only a problem in some parts. Service personnel are much less likely to believe that sexual harassment is a problem in their unit/team. Servicewomen were more likely than Servicemen to believe that sexual harassment is a problem in the Army and in their unit/team. The majority of Service personnel believe that the Army supports those who have been sexually harassed.
- o.** Most Service personnel would try to stop sexual harassment if they thought it was happening to someone. The main reasons why Service personnel would not try to stop sexual harassment would be if senior people were involved, or if it would be difficult due to there being small or one-off incidents. Servicemen were more likely to believe that trying to stop sexual harassment was not their responsibility. Almost a quarter of Service personnel that would not stop sexual harassment did not think the system would support them if they tried.
- p.** The measure felt to be most effective for preventing sexual harassment is sanctions against those who sexually harass others. Over three quarters of Service personnel believe that a range of measures would be effective in preventing sexual harassment. The most effective way of dealing with sexual harassment is to have a complaints process that works.

CONCLUSIONS

- q. General sexual behaviour is a common part of workplace culture and the Army is no exception, with most Service personnel experiencing it. Whilst the majority are unlikely to be offended by this behaviour, a small minority of Service personnel had an upsetting experience (including sexual assault) which may have a significant psychological and physical impact on them and the organisation. Female junior ranking soldiers are most at risk, showing clear gender and rank differences. This suggests that the experience of sexualised behaviours in the Army is likely to be quite different for different groups.
- r. For a variety of reasons, most upsetting experiences do not result in a formal written complaint. Although the main reason for not making a formal complaint was the belief that Service personnel could handle the situation themselves, a significant percentage of Service personnel did not make a complaint because they were worried about the consequences. Some were persuaded not to make a complaint and some did not know how. There is a clear need for more education and training on the formal complaints process and a change in culture whereby Service personnel feel that they are able to exercise their rights to make a complaint without fear of repercussions.
- s. The majority of Service personnel believe that sexual harassment is a problem in some parts of the Army, but are generally positive about how well the Army prevents and manages it when it happens. There is a perception that a clearly defined rank structure may create conditions in which sexual harassment is more likely to occur, and also prevent some personnel from intervening when they see it happening. However, this research clearly shows that line managers are a vital avenue of support for those who feel sexually harassed and perhaps best placed to help resolve the issue. Service personnel asked for a more effective complaints system and stronger discipline for those who commit sexual harassment.
- t. It is important to note that whilst the number of Service personnel experiencing sexual harassment is low, the impact of even a few people having an upsetting experience is likely to be significant, for both the individual and the Army. Evidence suggests that sexual harassment can have a devastating effect on those who experience it, and in an environment such as the Army where Service personnel are working and living closely together and sometimes relying on each other in life and death situations, it is vital that there is trust and respect. Sexual harassment is likely to break that trust and respect between colleagues, having a severe impact on the operational effectiveness of the Army. The damage that sexual harassment can cause to an organisations' reputation is also not to be underestimated. A poor reputation will impact on every area of the Army from procurement, recruitment, and talent management to negotiating power, international presence and cooperation, and national security goals.

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BACKGROUND

1. CONTEXT

- 1.1 This research contributes to the Agreement signed between the Ministry of Defence and the Equal Opportunities Commission (now incorporated into the Equality and Human Rights Commission) on preventing and dealing effectively with sexual harassment in the Armed Forces. The Agreement was concluded on 3 July 2008 however, both parties agreed that whilst progress had been made, there was still more work to be done since empirical research conducted on a regular basis will help the Army to better understand the prevalence of sexual harassment and how it is managed.

2. RATIONALE

- 2.1 It is important to understand the culture of the Army in order to promote equality of opportunity and a diverse workforce that upholds the Army's Values and Standards.
- 2.2 This study aims to explore one aspect of Army culture: the prevalence of sexual harassment, with a view to better understand both its nature and extent. The study also aims to gather opinions about the effectiveness of current initiatives put in place to prevent and manage sexual harassment.
- 2.3 The results of this study will provide the Army with evidence to better understand how successful its efforts in tackling this issue have been to date, and to determine if more needs to be done in order to ensure that its moral, ethical and legal obligations to Service personnel are met.

3. SEXUAL HARASSMENT

- 3.1 Sexual harassment may be defined as 'unwanted conduct of a sexual nature, or other conduct based on sex affecting the dignity of women and men at work, which includes physical, verbal and non verbal conduct; the conduct of superiors or colleagues is unacceptable if it is unwanted, unreasonable and offensive to the recipient; the recipient's rejection or submission to the conduct is used explicitly or implicitly as a basis for a decision affecting their job, promotion, training, salary, or any other employment decision; it creates an intimidating, hostile, or humiliating working environment for the recipient and that such conduct may be in breach of the Equal Treatment Directive'¹.
- 3.2 People will differ in their opinions about what types of behaviour constitute sexual harassment, which can be affected by things such as the work culture, but also by the current social and cultural values, norms and attitudes of society ². Opinions may also vary according to individuals' own level of awareness and knowledge of their legal rights and existing laws around sexual harassment and discrimination.
- 3.3 To reduce the potential for subjective variations in what behaviours constitute sexual harassment, participants in this study were asked about their experiences of specific sexualised behaviours rather than 'sexual harassment' as a specific issue. This enables an estimate of prevalence to be based on personal experience, rather than on a pre-defined definition. Participants were also asked if they thought the sexual behaviours counted as sexual harassment in order to gain an understanding of what behaviours are considered unacceptable by Service personnel. The term 'sexualised behaviours' is, therefore, sometimes used when describing the results, and not the phrase 'sexual harassment'.

1 The European Commission's Code of Practice on the Protection of the Dignity of Women and Men at Work.

2 European Commission (1998), *Sexual harassment in the workplace in the European Union*, Brussels, European Commission Directorate-General for Employment, Industrial Relations and Social Affairs.

- 3.4 For the purposes of this research, where sexualised behaviours meet the European Commission's Code of Practice definition, they will be classified as sexual harassment unless the research suggests otherwise. The key characteristic of sexual harassment is that the behaviour is unwanted.
- 3.5 It is also important to examine where sexualised behaviour takes place since behaviour that may be tolerated in a social environment may not be appropriate in the workplace. The Armed Forces present a unique working environment where Service personnel work, live and socialise together. It is, therefore, more likely that the line between a professional and personal relationship between Service personnel will be less well defined, and the culture of sexualised behaviours may be different from civilian organisations. The twenty-four hour, seven days a week nature of military Service also means that the exposure to workplace activity, including sexualised behaviour, far exceeds that of typical civilian jobs. However, harassment of any kind is against the law, and the Armed Forces take any incident of harassment extremely seriously.
- 3.6 Sexualised behaviour can be categorised as generalised or targeted. Generalised behaviours relate to the culture and working environment, rather than behaviours directed at Service personnel while targeted behaviours are aimed at, and are specific, to an individual.

Table 1. Generalised sexualised behaviours

Generalised sexualised behaviours
Telling sexual jokes or stories
Using sexually explicit language e.g. sexual swear words and suggestive language
Displaying, using or distributing sexually explicit materials e.g. pornographic photos, calendars, or other objects of a sexual nature
Making gestures or using body language of a sexual nature

Table 2. Targeted sexualised behaviours

Targeted sexualised behaviours
Making unwelcome comments about someone's appearance, body or sexual activities
Making unwelcome attempts to talk to someone about sexual matters
Sending someone sexually explicit material
Making unwelcome gestures or using body language of a sexual nature that are directed at someone
Making unwelcome attempts to touch someone
Making unwelcome attempts to establish a sexual relationship despite the persons' discouragement
Saying or making someone feel that they would be treated better in return for having a sexual relationship with them
Saying or making someone feel that they would be treated worse if they did not have a sexual relationship with them
Made a sexual assault on someone

- 3.7 The behaviours in Table 2 represent an escalating scale of severity, with sexual assault being the most severe form of sexual harassment.

- 3.8 How sexual harassment is defined is likely to vary to some extent between policies and research. Therefore, when viewing an overall figure of sexual harassment and comparing this figure against other figures, it is important to understand how sexual harassment was defined and measured.
- 3.9 For the purposes of this study targeted sexualised behaviours that caused distress and upset to the recipient will be considered sexual harassment. This definition is in line with current policies, law and research regarding sexual harassment.

4. THE EFFECTS OF SEXUAL HARASSMENT

- 4.1 Sexual harassment can affect both an individuals' mental and physical wellbeing, with those who experience it suffering physical illness such as headaches, nausea, an inability to sleep and weight loss, as well as mental illness such as depression and anxiety.
- 4.2 Those who have been sexually harassed also report the experience having an effect on both job performance and job satisfaction, reporting a lack of commitment, poor performance, absenteeism and resignation as a result. Individuals are likely to experience a loss of self-confidence, decreased self-esteem and morale, and also negative emotions such as shock, fear, and anger as a result of being sexually harassed.
- 4.3 Sexual harassment can reduce organisational performance, damage public image, and can be costly. In 2005 the average amount awarded at employment tribunal for sex discrimination owing to harassment was £7,380³. Poor public reputation may have a negative impact on recruitment and public confidence.
- 4.4 The impact of sexual harassment is also likely to extend to the culture of the organisation. Employees who see sexual harassment happening may develop negative assumptions about the organisations' attitude to fairness and justice, perceiving an organisation that does not care about its employees, and may form incorrect opinions about what constitutes normal and acceptable behaviour at work⁴.
- 4.5 The professional and personal relationships with colleagues and superiors at work can also be negatively affected by sexual harassment and in particular, investigations of complaints can lead to a divide between staff⁵. This in turn can increase the stress and negative consequences experienced by the person who made the report, increasing the risk of turnover intentions. The higher the incidence of sexual harassment in an organisation, the higher the turnover intentions⁶.

5. SEXUAL HARASSMENT - THE WIDER CONTEXT

5. 1 GENERAL SOCIETY

- a. Although sexual harassment in any situation is against the law it is widely experienced in the workplace. A recent study⁷ conducted by the European Union Agency for Fundamental Rights (FRA) surveyed over 42,000 women across the 28 Member States of the European Union (EU), and found that up to 21% of

3 Equal Opportunities Review (EOR) (2006) 'Compensations awards 2005' Equal Opportunities Review.

4 Lamertz, K. (2002) The social construction of fairness: social influences and sense making in organisations. *Journal of Organisational Behaviour*. 23.

5 Gregory, J. (2002) *Picking up the pieces: how organisations manage the aftermath of harassment complaints*.

6 Barling, J. et al. (1996) 'Prediction and replication of the organisational and personal consequences of workplace sexual harassment. *Journal of Managerial Psychology*. 1.

7 European Union Agency for Fundamental Rights (2014) *Violence against women: an EU-wide survey*.

women in the EU have experienced sexual harassment in the last 12 months. This includes behaviours such as intrusive comments about their physical appearance that made them feel offended, and inappropriate staring or leering that made them feel intimidated. The figure for the UK is estimated to be as high as 25%.

- b. The FRA study suggests that 16% of women in the UK experience the more serious forms of sexual harassment, such as unwelcome touching, hugging or kissing, and somebody sending or showing them sexually explicit pictures, photos, or gifts that made them feel offended. It is estimated that as many as 68% of women in the UK will experience sexual harassment in their lifetime.
- c. Those most likely to experience sexual harassment are young women, single or divorced, with relatively low levels of education. The perpetrators are usually male and often in a position of power compared with the person they are harassing. They may also have low levels of self-control and self-monitoring behaviour, so do not always take into account the effect of their behaviour on others⁸.

5. 2 IN THE WORKPLACE

- a. Large-scale research conducted by Opportunity Now⁹ collected data by surveying 23,000 women and 2,000 men across the UK workforce. Project 28-40 aimed to identify hidden tensions within workplace cultures that may explain why employers are struggling to create a more gender-balanced workforce.
- b. Amongst female respondents, 12% said that they had experienced sexual harassment¹⁰ in the workplace during the previous three years. Lesbian, Gay, Bisexual, and Transgender (LGBT) women, ethnic minority women and women with disabilities were more frequent targets. The highest figures were for bisexual women (19%) and females under 28 years old (18%).
- c. Project 28-40 also found that women in sectors that typically employed more men experienced sexual harassment more frequently and often significantly above the 12% average. The Uniformed and Armed Services had the highest figure, with 23% of women claiming that they had been sexually harassed in the last 3 years.
- d. According to the FRA study, just under a third of women who experienced sexual harassment in the last 12 months reported that the perpetrator was someone related to their employment, such as a colleague, boss or customer. EU women in the top management or professional occupational category were more likely to experience sexual harassment (75% and 74% respectively) than those who had never done paid work (41%). The FRA suggest that this could be a result of these professional women being exposed to a work environment where they are at increased risk of harassment, as well as the possibility that they are more alert to what constitutes sexual harassment. Data for the UK suggests that 28% of women who are employed have experienced sexual harassment in the last 12 months however the highest figure was for those in education (40%).

8 Hunt, C., Davidson, M., Fielden, S., & Hoel, H. (2007) *Sexual harassment in the workplace: a literature review*. Manchester Business School, University of Manchester & Equal Opportunities Commission.

9 Nawrocki, L., Swiszcowski, L., Saunders, R., & Colquhoun-Alberts, T., (2014) Project 28-40, Opportunity Now & PwC.

10 Defined as 'unwelcome comments of a sexual nature, unwanted physical contact or leering, asking for sexual favours, displaying offensive material such as posters, or sending offensive emails or texts of a sexual nature'.

5. 3 IN THE ARMED FORCES

- a. Sexual harassment often reflects an abuse of power where a person/people yield a greater power than others. Behaviour is more likely to be seen as harassment if there is a large power difference between the people involved¹¹. Sexual harassment is more prevalent in work situations where there is an unequal sex (gender) ratio, and where there are large differentials between men and women. An authoritarian style of leadership where there is limited consultation with staff is particularly associated with sexual harassment. This suggests that the Armed Forces currently constitute an environment where sexual harassment is likely to occur.
- b. A recent study¹² showed that 23% of women and 4% of men in the US military experienced sexual harassment in the last 12 months. 41% of women and 20% of men experienced crude/offensive behaviour, 23% of women and 5% of men experienced unwanted sexual attention, and 8% of women and 2% of men experienced sexual coercion¹³. The highest figures for sexual harassment in women were in the Marine Corps, and for those at the most junior ranks across the Services, with the lowest figures in the Air Force. The highest figures for men were in the Army and at the lowest ranks; the Air Force reported the lowest figures.
- c. In 2013¹⁴ the Canadian Forces reported that 5% of Regular force personnel experienced sexual harassment¹⁵ and was one of the lowest reported forms of harassment. Despite this, the figure reported in the 2012 Canadian Forces (CF) Workplace Harassment Survey was significantly lower at 1.5%. Only two formal complaints were made regarding sexual harassment in 2012.

5. 4 THE 21ST CENTURY

- a. Studies such as the FRA research suggest that the increase of technology as a communication tool is changing the way that individuals experience sexual harassment. The FRA claim that at least one in ten women in the EU-28 has experienced 'cyberharassment¹⁶' via technologies such as email, SMS and social networking sites, since the age of 15. Acts of cyberharassment are more common for countries with high rates of internet access.
- b. The 20th century saw a large shift in the status and scope of women in the workplace, with women now making up almost 47% of the UK workforce. In recent years there have been international efforts to increase the number of women at executive/board level, yet the reasons why fewer women advance are less well understood. The Project 28-40 research suggests that workplace policies are failing to create a safe and enabling workplace for women through fair treatment. The researchers argue that these gaps indicate the extent to which workplaces are not working for women, and are a consequence of organisations' failure to keep pace with employees' changing priorities and expectations. These gaps may act as a constraint for

11 Hunt, C., Davidson, M., Fielden, S., & Hoel, H. (2007) *Sexual harassment in the workplace: a literature review*. Manchester Business School, University of Manchester & Equal Opportunities Commission.

12 DMDC (2012) *Workplace and Gender Relations Survey of Active Duty Members*.

13 'The act of using pressure, alcohol or drugs, or force to have sexual contact with someone against his or her will' and includes 'persistent attempts to have sexual contact with someone who has already refused'.

14 Spring 2013 Your Say Survey (YSS) for Regular Force members (Reg F).

15 Defined as 'The unsolicited behaviour that is directed at or offensive to another individual; that a reasonable person ought to have known would be unwelcome and that has a sexual purpose or sexual nature. It may include, but is not limited to, unwanted sexual advances, unwanted sexual attention, leering, lascivious or lewd remarks and the display of derogatory material. It consists of actions, remarks, gestures – whether they occur only once or many times – which might be expected to cause offense or humiliation and, notwithstanding the intention of the offender, are unsolicited, unwanted and unwelcome'.

16 'Receiving unwanted, offensive, sexually explicit emails or SMS messages; inappropriate, offensive advances on social networking websites or in internet chat rooms.' FRA (2014).

the organisation and prevent it from creating an engaging, stimulating and rewarding workforce, which is necessary to maximise organisational capability.

5. 5 RELEVANCE

- a. Factors such as the high proportion of men to women, the blurring of lines between work and social life, the rank structure and style of leadership suggest that the culture of the Army may be one that provides more opportunity for sexual harassment to happen. If this is the case, then the Army is also more likely to be at risk from the negative consequences associated with sexual harassment, ultimately manifesting in reducing operational effectiveness, unnecessary costs and a loss of reputation. It is, therefore, critical that the Army understands the nature and extent of sexual harassment in the current workforce in order to prevent and manage it.

METHOD

6. DESIGN

6.1 This research adopted a two-fold approach to understanding sexual harassment in the Army, providing quantitative data on prevalence, and qualitative data to clarify the ‘lived experience’ of Service personnel.

SURVEY

6.2 A revised survey (Annex A) based on previous surveys conducted in 2006 and 2009¹⁷, was produced.

6.3 The original 2006 survey¹⁸ was designed in conjunction with MoD psychologists who used the United States Department of Defense 1995 Sexual Harassment survey as a model. The US survey was adapted to suit the UK culture and to capture the requirements of the agreement with the Equal Opportunities Commission. It was designed to examine two types of harassment: separating out general behaviours, and whether survey respondents found these offensive; and specifically targeted unwelcome behaviours. But neither type was labelled sexual harassment.

6.4 The current survey was largely consistent with the 2009 survey, but extended to include some items contained in the 2006 survey and some new items. The high degree of consistency between the current survey and previous surveys allows for trends in the data to be considered.

6.5 The current survey measures the following areas:

- a. **Section 1: Working Environment and Behaviour:** This measures generalised and targeted sexualised behaviours and the extent to which Service personnel have experienced these at work in the last 12 months. Service personnel are asked if they were offended by these behaviours and whether they think the behaviours count as sexual harassment. It also asks who was responsible for these behaviours and where they mainly occurred. Survey respondents are also asked whether or not they have had a particularly upsetting experience involving any of these behaviours over the previous 12 months.
- b. **Section 2: Your experience in the last 12 months:** This section is only completed by those who state that they have had a particularly upsetting experience involving targeted sexualised behaviours in the last 12 months. It measures what types of behaviours are likely to constitute an upsetting experience, who was responsible and where the experience occurred. It also measures the impact on the individual, and how they managed the situation. Questions about the formal complaints process are also included.
- c. **Section 3: Preventing and Dealing with Sexual Harassment:** This section is for all respondents, and measures the extent to which they believe the Army prevents and manages sexual harassment through a range of interventions and supports those who believe they have been sexually harassed.

6.6 The survey was piloted on a sample of ten Regular personnel (Officers and Other Ranks) to check for comprehension, readability, and applicability. Feedback from the pilot was considered and amended where appropriate.

17 Sexual Harassment: Servicewomen & Servicemen's Views 2009 Technical Report, Dietmann, A, Edwards, J. and Whitfield, M. (August 2009).

18 Rutherford, S. Schneider, R & Walmsley, A. (2006) Quantitative and Qualitative Research into Sexual Harassment in the Armed Forces.

FOCUS GROUPS

- 6.7 Questions for the focus groups were developed in line with the survey and aimed to explore Service personnel's attitudes towards sexual harassment in the Army rather than their personal experience. The questions aimed to elicit evidence to help to understand the nature of sexual harassment in the Army.
- 6.8 It is important to note that focus group data do not provide a representative view of Service personnel in general, but the view of a few individuals. Therefore, the findings cannot be assumed to translate to the Army in general, nor to the majority of Service personnel. However, the groups were designed to try to capture the views of a range of Service personnel to ensure the findings are applicable to the wider Army population.

7. PARTICIPANTS

SURVEY

- 7.1 The survey was administered to a stratified¹⁹ randomly selected sample of Army Regular and Reserve Servicemen.
- 7.2 In line with previous research methodology, the survey was sent to a census²⁰ of Regular and Reserve Servicewomen (n²¹=11,543), and a representative sample of Servicemen (n=12,297).
- 7.3 The rationale for sampling proportionally more Servicewomen than Servicemen is two-fold. Firstly, previous research suggests that Servicewomen are more likely to experience sexual harassment than Servicemen. Secondly, Servicewomen are significantly under-represented in the Army, constituting approximately 9% of the Regulars and 10% of the Reserve force. Therefore, conducting a census of Servicewomen increases the likelihood of Servicemen and Servicewomen being equally represented.
- 7.4 This is the first time that sexual harassment research has been conducted jointly with Regular and Reserve personnel. In line with the Army2020 Whole Force concept any research involving Service personnel should consider both the Regular and Reserve perspectives, especially where differences are expected.
- 7.5 The Reserve sample included the following employment types: Called Out Reservist, Full Time Reserve Service (FTRS), High Readiness Reserves, Non Regular Permanent Staff (NRPS) and Volunteer Reserves. Military Provost Guard Service (MPGS) were included in the Regular sample²².

FOCUS GROUPS

- 7.6 A total of eight focus groups were conducted with Service personnel of ranks OR2-9, with six groups consisting of Servicewomen and two with Servicemen (total n=48). The groups were gender-specific to facilitate open discussion and to provide comparisons between Servicemen and Servicewomen.
- 7.7 Participants in each group were of a similar rank to reduce any reluctance to be forthcoming in the discussion due to the presence of senior individuals. Each group contained up to ten participants from different units to reduce the chance of participants knowing each other and different cap badges/trades in order to get a broad view from across the Army.

19 A stratified sample is made up of different 'layers' of the population. The sample size for each layer is proportional to the size of the 'layer'. Because the Army's population is considerably different according to rank, gender and type of Service (Regular and Reserve), the sample is stratified according to these factors.

20 A census involves sampling the entire population, rather than a proportion of it.

21 'n' means count or total number.

22 Although MPGS do not have the same Terms and Conditions of Service (TACOS) as Regulars.

- 7.8 Participants were chosen from two key locations providing a large number of Service personnel and multiple units. Each unit was asked to supply a list of Service personnel who were available on certain dates. Participants from each unit were selected at random from a list of those who were available on the day of the session.
- 7.9 Participants were contacted by letter at least 24 hours in advance of the focus group to invite them to attend. They were provided with a participant information sheet (see Annex C), which detailed what the session involved, and on arrival they were asked to sign a consent form agreeing to participate. Participation was voluntary and anonymous. The focus groups were held in classrooms that provided a private and safe environment.

8. ETHICS

- 8.1 In line with Defence policy, this research was presented to the Ministry of Defence Research Ethics Committee (MoDREC) on 3 September 2013 and given full approval (protocol no. 455/MODREC/13).

9. ANALYSIS

SURVEY

- 9.1 Appropriate statistical analyses have been conducted on these data in accordance with the National Statistics Codes of Practice.
- 9.2 Owing to the structure of the Army and the differences in response rates by rank and gender, it is difficult to ensure that the sample is an accurate representation of the population, which is important for some types of statistical analyses. Therefore, the data have been weighted according to gender, type of Service (Regular and Reserve) and rank to correct for any bias due to under-representation. Weighting the data in effect 'inflates' the sample so that the breakdown matches the population.
- 9.3 All figures reported are weighted, but the total number of respondents for each question (n) is sometimes displayed in the tables to show the actual number of respondents who gave that answer and are, therefore, not weighted. Consequently, using the n count and the overall response rate will not allow readers to manually calculate the percentages presented.
- 9.4 Where possible, this year's data are compared with previous data gathered in 2009 to allow trends to be identified. As previous surveys did not include the Reserves, all year on year comparisons refer to data from the Regulars only. Data in 2006 and 2009 were collected across all three Services (Army, Navy Service and Royal Air Force) however, any year-on-year comparison data presented in this report is for Army only.
- 9.5 Where possible, analysis has been conducted to compare data between groups, including whether any differences found are statistically significant. Percentages and figures that are underlined indicate that there is a statistically significant difference between one percentage/figure and the other. Tables that do not show any figures underlined do not necessarily represent non-significant differences as comparisons between those groups may not have been possible.

FOCUS GROUPS

- 9.6 The focus groups were asked a series of 10 questions (see Annex B). On completion, the data were collated according to the question asked. A thematic analysis approach was used, which groups data together under common themes. The results are presented in this report according to the question asked and the themes emerging.

9.7 The data were analysed independently by two MOD Occupational Psychologists to ensure reliability in the coding.

10. SURVEY RESPONSE RATES

10.1 Response rates for Regulars and Reserves are shown in Tables 3 and 4, broken down by gender and rank.

Table 3. Regular response rates

	Rank	Servicemen	Servicewomen	Total
Officers	Major or above (OF3+)	60%	59%	60%
	N	525	437	962
	Captain or below (OF1-2)	40%	47%	43%
	N	342	406	748
ORs	Warrant Officers (OR8-9)	48%	71%	59%
	N	260	248	508
	SNCO (OR6-7)	32%	49%	40%
	N	455	622	1077
	JNCO (OR3-4)	17%	29%	23%
	N	366	721	1087
	Other Rank (OR2)	7%	15%	11%
	N	193	346	539
Overall	Overall	25%	35%	29%
	N	2,141	2,780	4,921

Table 4. Reserve response rates

	Rank	Servicemen	Servicewomen	Total
Officers	Major or above (OF3+)	52%	52%	52%
	N	362	188	550
	Captain or below (OF1-2)	37%	39%	38%
	N	253	170	423
ORs	Warrant Officers (OR8-9)	45%	48%	46%
	N	100	40	140
	SNCO (OR6-7)	32%	45%	37%
	N	137	171	308
	JNCO (OR3-4)	23%	26%	23%
	N	144	250	394
	Other Rank (OR2)	8%	25%	16%
	N	98	256	354
Overall	Overall	27%	33%	30%
	N	1,094	1,075	2,169

11. SAMPLE DEMOGRAPHICS

11.1 The demographics of the respondents are as follows:

- a. 46% of the sample was Servicemen and 54% were Servicewomen.
- b. 38% were Officers and 62% ORs.
- c. 70% were Regulars and 30% Reserves.
- d. The average (mean) age of the respondents was 36 years old.
- e. Average (mean) length of Service was 15 years.

FINDINGS

12. WORKING ENVIRONMENT

HEADLINE SECTION FINDINGS

This section is about the working environment and the extent to which Service personnel have experienced generalised sexualised behaviours.

- Generalised sexualised behaviours occur frequently among Service personnel, with approximately nine out of ten being in situations in the last 12 months where sexual jokes, stories, and language were used.
- Servicewomen are more likely than Servicemen to report hearing sexual jokes and stories, and are less likely to see, use or be sent sexually explicit materials.
- The least experienced behaviour is being sent sexually explicit materials.
- The percentage of Service personnel finding these behaviours offensive is significantly lower than those who state experiencing it. This suggests that whilst these behaviours are common, the majority of Service personnel are unlikely to say that they were offended.
- Servicewomen are consistently more likely to be offended by generalised sexualised behaviours than Servicemen, and in some cases four times more likely.
- Although women on their own are only likely to be responsible for generalised sexual behaviours 5% of the time, both men and women are jointly responsible in nearly half of situations.

GENERALISED SEXUALISED BEHAVIOURS

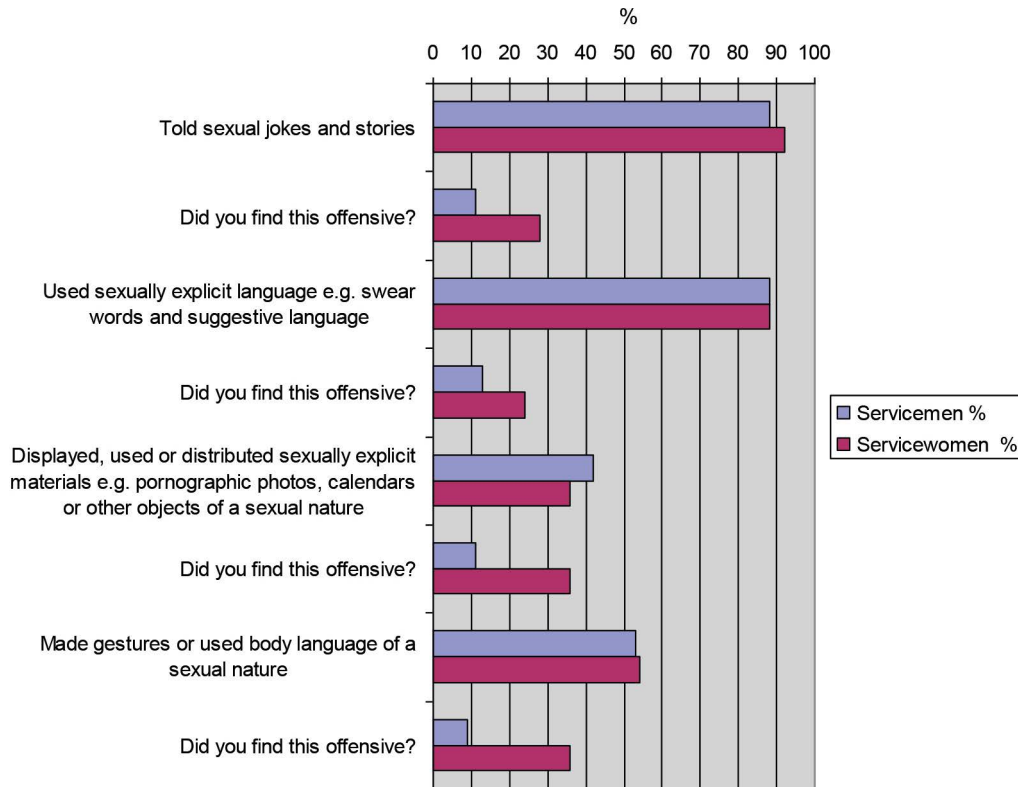
12.1 Service personnel were asked how often over the past 12 months they have been in situations where male or female UK military personnel and/or civil servants around them have displayed sexualised behaviours. This may or may not have been directed at them personally. Those who answered 'sometimes' or 'a lot' to the question were asked if they found this behaviour offensive or not. The percentage of those who found behaviours offensive only include those who have experienced the behaviour 'sometimes' or 'a lot'.

Table 5. Percentage reporting that they have been in situations sometimes or a lot (Q6)

Type of behaviour	Servicemen %	Servicewomen %
Told sexual jokes and stories	88	92
Did you find this offensive? Yes	11	27
Used sexually explicit language e.g. swear words and suggestive language	88	88
Did you find this offensive? Yes	13	39
Displayed, used or distributed sexually explicit materials e.g. pornographic photos, calendars or other objects of a sexual nature	42	36
Did you find this offensive? Yes	11	36
Made gestures or used body language of a sexual nature	53	54
Did you find this offensive? Yes	9	35

12.2 Generalised sexualised behaviours are extremely common within the Army, with the majority of Servicemen and Servicewomen saying that they experienced these behaviours sometimes or a lot in the last 12 months.

Figure 1. Frequency of generalised sexualised behaviours (Q6)



12.3 The most commonly experienced behaviour is hearing sexual jokes and stories with nine of out ten Service personnel stating this. Servicemen were just as likely as Servicewomen to be in situations where others around them had used sexually explicit language. The least frequently experienced behaviour was displaying, using or distributing sexually explicit materials.

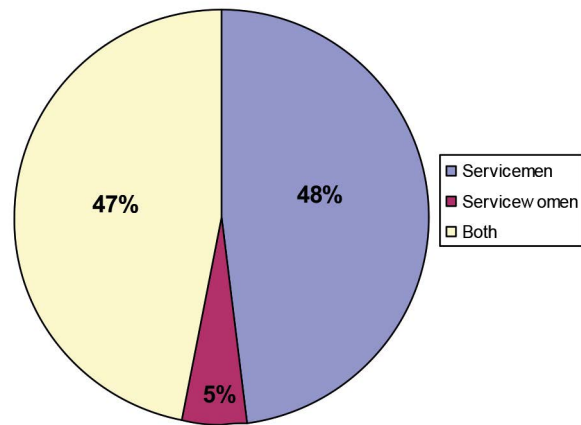
12.4 Servicewomen were significantly²³ more likely than Servicemen to experience sexual jokes and stories, and Servicemen were significantly more likely to see others around them displaying, using or distributing sexually explicit materials.

12.5 The number of Service personnel stating that they found these behaviours offensive is significantly lower than those who experience it, suggesting that although the behaviours are frequently occurring, most Service personnel are unlikely to be offended by it.

12.6 Servicewomen are significantly more likely to be offended by all of these behaviours than Servicemen.

23 The term 'significantly' is used to describe a statistical significance which indicates whether or not the difference between two groups' averages most likely reflects a "real" difference in the population from which the groups were sampled.

Figure 2. Service personnel responsible (Q9)



PEOPLE INVOLVED

12.7 Men are most likely to be involved in the generalised sexualised behaviours however, in nearly half of situations both men and women were responsible.

13. PERSONAL EXPERIENCES OF SEXUALISED BEHAVIOURS

HEADLINE SECTION FINDINGS

This section is about personal experiences of sexualised behaviours and whether Service personnel have experienced behaviours directed at them.

- Less than one in six Officers are likely to experience the less severe sexualised behaviours, compared with nearly one in four ORs.
- Junior soldiers (OR2-4) are in some cases four times more likely to experience targeted sexualised behaviours than senior Officers (OF3 and above).
- At least 1% of Service personnel are likely to experience the more severe sexualised behaviours such as sexual assault, unwelcome attempts to establish a sexual relationship despite discouragement, or being made to feel that they would be treated better in return for having a sexual relationship.
- Servicewomen are more likely than Servicemen to experience targeted sexualised behaviours, with the only exception of being sent sexually explicit materials.
- Since 2009 the number of both Servicemen and Servicewomen reporting that they have experienced targeted sexualised behaviours has decreased.
- Female junior ranking soldiers are the most likely to experience targeted sexualised behaviours, and the more junior Service personnel are in rank the more likely they are to experience these behaviours.
- Both male and female junior Officers and junior soldiers are more likely than their senior counterparts to experience sexualised behaviours.
- 84% of targeted sexualised behaviours occur in the workplace or communal area at the Service personnel's military home base or training unit.

TARGETTED SEXUALISED BEHAVIOURS

13.1 Targeted sexualised behaviour is behaviour directed at a specific individual. Service personnel were asked if they had experienced a range of sexualised behaviours that were directed at them in the last 12 months.

Table 6. Percentage experiencing targeted sexualised behaviours sometimes or a lot by rank (Q8)

Behaviour	Senior Officers (OF3+) %	Junior Officers (OF1-OF2) %	Senior Soldiers (OR6-OR9) %	Junior Soldiers (OR2-OR4) %
Made unwelcome comments about your appearance, body or sexual activities	8	19	20	28
Made unwelcome attempts to talk to you about sexual matters	6	13	18	23
Sent you sexually explicit material	4	8	11	15
Made unwelcome gestures or used body language of a sexual nature that were directed at you	3	6	8	14
Made unwelcome attempts to touch you	2	4	3	8
Made unwelcome attempts to establish a sexual relationship despite your discouragement	1	3	2	4
Said or made you feel that you would be treated better in return for having a sexual relationship with them	<1	1	<1	2
Made a sexual assault on you	<1	<1	1	1

RANK DIFFERENCES

- 13.2** Senior Officers are the least likely to say that they experienced targeted sexualised behaviours in the last 12 months, with less than 10% experiencing them sometimes or a lot. The most commonly experienced behaviour was unwelcome comments about their appearance, body or sexual activities. Less than 1% of Senior Officers stated that they experienced unwelcome attempts to establish a sexual relationship despite discouragement, were made to feel that they would be treated better in return for having a sexual relationship with them, or sexual assault.
- 13.3** Nearly one in five junior Officers said that they experienced unwelcome comments in the last 12 months. Junior Officers were twice as likely as senior Officers to experience the majority of the targeted sexualised behaviours.
- 13.4** Overall, senior soldiers were as likely as junior Officers to say that they experienced targeted sexualised behaviours in the last 12 months, but were more likely to say that they experienced unwelcome comments, unwelcome attempts to talk about sexual matters, received sexually explicit material, and experienced unwelcome gestures or body language of a sexual nature.
- 13.5** Over a quarter of junior soldiers experienced unwelcome comments about their appearance, body or sexual activities, and just under a quarter experienced unwelcome talk about sexual matters in the last 12 months. Over one in four stated that they had experienced unwelcome attempts by others to talk to them about sexual matters. Junior soldiers were in some cases four times more likely than senior Officers to experience these behaviours. The more junior Service personnel are in rank, the more likely they are to experience targeted sexualised behaviours.

Table 7. Percentage of those experiencing targeted sexualised behaviours (sometimes or a lot) by gender (Q8)

Behaviour	Servicemen %	Servicewomen %
Made unwelcome comments about your appearance, body or sexual activities	<u>22</u>	<u>39</u>
Made unwelcome attempts to talk to you about sexual matters	<u>19</u>	<u>33</u>
Sent you sexually explicit material	<u>14</u>	<u>6</u>
Made unwelcome gestures or used body language of a sexual nature that were directed at you	<u>11</u>	<u>19</u>
Made unwelcome attempts to touch you	<u>6</u>	<u>12</u>
Made unwelcome attempts to establish a sexual relationship despite your discouragement	<u>2</u>	<u>10</u>
Said or made you feel that you would be treated better in return for having a sexual relationship with them	<u>1</u>	<u>4</u>
Said or made you feel that you would be treated worse if you did not have a sexual relationship with them	<u>1</u>	<u>3</u>
Made a sexual assault on you	<u>1</u>	<u>2</u>

GENDER DIFFERENCES

- 13.6** Servicewomen are more likely to experience targeted sexualised behaviours than Servicemen, with the only exception being sent sexually explicit materials. Servicemen were more than twice as likely as Servicewomen to say that they had been sent explicit materials.
- 13.7** Over a third of Servicewomen experienced unwelcome comments, compared with less than a quarter of Servicemen. Servicewomen were twice as likely as Servicemen to experience unwelcome attempts to touch them.
- 13.8** Servicewomen were four times more likely than Servicemen to experience unwelcome attempts to establish a sexual relationship despite discouragement and five times more likely to experience unwelcome attempts to establish a relationship with them despite discouragement. In some cases, Servicewomen were at least twice as likely as Servicemen to experience unwelcome sexualised behaviours, which is why the question wording was changed in the 2014 survey.

Table 8. Percentage of Servicemen experiencing targeted sexualised behaviours (Q8) by year

Behaviour	2014 Servicemen %	2009 Servicemen %
Made unwelcome comments about your appearance, body or sexual activities	23	68
Made unwelcome attempts to talk to you about sexual matters	19	64
Sent you sexually explicit material	15	44
Made unwelcome gestures or used body language of a sexual nature that were directed at you	11	44
Made unwelcome attempts to touch you	6	17
Made unwelcome attempts to establish a sexual relationship despite your discouragement	2	8
Said or made you feel that you would be treated better in return for having a sexual relationship with them	1	3
Said or made you feel that you would be treated worse if you did not have a sexual relationship with them	1	4
Made a sexual assault on you	1	3

N.B Data from Regulars only

DIFFERENCES OVER TIME

- 13.9** Overall, the percentage of those who said they had experienced sexualised behaviours directed at them has decreased since 2009, particularly for Servicemen.
- 13.10** In most cases, Servicemen were half as likely to say that they experienced targeted sexualised behaviours in 2014 as in 2009. The most significant decrease was for those experiencing unwelcome comments and talk about sexual matters.
- 13.11** Servicewomen were also less likely to say that they experienced targeted sexualised behaviours in 2014 than they were in 2009. Again, the most significant decrease is for those experiencing comments and talk of a sexual nature.
- 13.12** The notable decrease in unwelcome behaviours may be a result of change in the culture of the Army and wider society, and of various interventions that the Army has introduced to promote equality and diversity and reduce bullying and harassment. However, the drop in percentage is also likely to be a result of a change in question wording: in 2009 participants were asked if they had “experienced the behaviour”, whereas in 2014 they were asked if the “behaviour was unwelcome”. Some of those who responded in 2009 may have experienced the behaviour, but did not feel it was unwelcome. The key criterion for classifying behaviour as sexual harassment is that it is unwanted by the recipient, which is why the question was changed for the 2014 survey.

Table 9. Percentage of Servicewomen experiencing targeted sexualised behaviours (Q8) by year

Behaviour	2014 Servicewomen %	2009 Servicewomen %
Made unwelcome comments about your appearance, body or sexual activities	42	79
Made unwelcome attempts to talk to you about sexual matters	36	67
Sent you sexually explicit material	7	24
Made unwelcome gestures or used body language of a sexual nature that were directed at you	20	42
Made unwelcome attempts to touch you	13	23
Made unwelcome attempts to establish a sexual relationship despite your discouragement	11	17
Said or made you feel that you would be treated better in return for having a sexual relationship with them	4	7
Said or made you feel that you would be treated worse if you did not have a sexual relationship with them	3	4
Made a sexual assault on you	2	3

N.B Data from Regulars only

GENDER AND RANK DIFFERENCES

13.13 Table 10 shows the percentage of those who said they experienced targeted sexualised behaviours in the last 12 months, broken down by gender and rank. Similar to generalised sexualised behaviours, Servicewomen and junior soldiers are most likely to experience targeted sexualised behaviours, and in most cases twice as likely as Servicemen and senior Officers.

13.14 Both male and female junior Officers and junior soldiers are more likely than their senior counterparts to experience a range of targeted sexualised behaviours.

Table 10. Percentage of those experiencing targeted sexualised behaviours (Q8) by gender and rank

A. Made unwelcome comments about your appearance, body or sexual activities			
Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	6	23	8
Junior Officers (OF1-OF2)	16	39	19
Senior Soldiers (OR6-OR9)	18	35	20
Junior Soldiers (OR2-OR4)	26	43	28

B. Made unwelcome attempts to talk to you about sexual matters

Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	5	15	6
Junior Officers (OF1-OF2)	11	27	13
Senior Soldiers (OR6-OR9)	17	31	18
Junior Soldiers (OR2-OR4)	22	38	23

C. Sent you sexually explicit materials

Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	8	4	4
Junior Officers (OF1-OF2)	12	5	8
Senior Soldiers (OR6-OR9)	16	6	11
Junior Soldiers (OR2-OR4)	14	7	15

D. Made unwelcome gestures or body language of a sexual nature that were directed at you

Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	2	8	3
Junior Officers (OF1-OF2)	5	12	6
Senior Soldiers (OR6-OR9)	7	17	8
Junior Soldiers (OR2-OR4)	14	23	14

E. Made unwelcome attempts to touch you

Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	1	7	2
Junior Officers (OF1-OF2)	2	14	4
Senior Soldiers (OR6-OR9)	2	11	3
Junior Soldiers (OR2-OR4)	8	13	8

F. Made unwelcome attempts to establish a sexual relationship despite your discouragement

Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	1	4	1
Junior Officers (OF1-OF2)	2	11	3
Senior Soldiers (OR6-OR9)	2	9	2
Junior Soldiers (OR2-OR4)	3	12	4

G. Said or made you feel you would be treated better in return for having a sexual relationship with them			
Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	0	2	0
Junior Officers (OF1-OF2)	0	3	0
Senior Soldiers (OR6-OR9)	0	3	0
Junior Soldiers (OR2-OR4)	2	5	2

H. Said or made you feel you would be treated worse in return for not having a sexual relationship with them			
Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	0	1	0
Junior Officers (OF1-OF2)	0	1	0
Senior Soldiers (OR6-OR9)	0	2	0
Junior Soldiers (OR2-OR4)	1	3	2

I. Made a sexual assault on you			
Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	0	1	0
Junior Officers (OF1-OF2)	0	2	0
Senior Soldiers (OR6-OR9)	0	2	1
Junior Soldiers (OR2-OR4)	1	3	1

13.15 Servicemen were only more likely than Servicewomen to experience one of the targeted sexualised behaviours - being sent sexually explicit materials. Male senior soldiers were the most likely to say that they had received sexually explicit materials.

13.16 Female junior Officers were the most likely to say that they experienced unwelcome attempts to touch them.

13.17 Female junior soldiers were the most likely to experience unwelcome comments, unwelcome attempts to talk about sexual matters, unwelcome gestures or body language of a sexual nature, unwelcome attempted to establish a sexual relationship despite their discouragement, be made to feel that they would be treated better in return for having a sexual relationship, and sexual assault.

WHERE IT OCCURS

Table 11. Where targeted sexualised behaviours mainly happened (Q11)

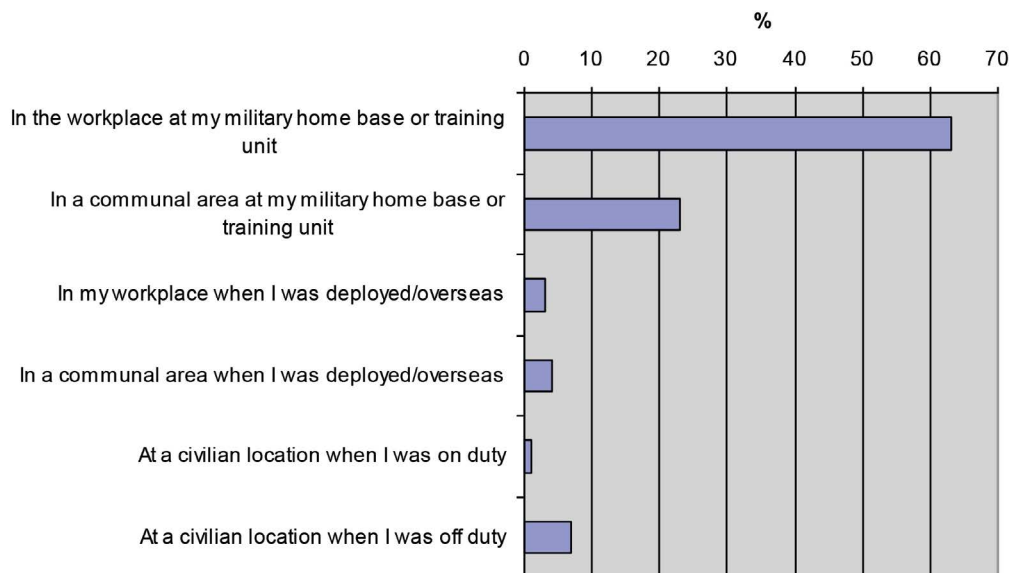
Where behaviours mainly happened	%
In the workplace at my military home base or training unit	61
In a communal area at my military home base or training unit	23
In my workplace when I was deployed/overseas	3
In a communal area when I was deployed/overseas	4
At a civilian location when I was on duty	1
At a civilian location when I was off duty	7

N.B Excludes those who ticked 'N/A'.

13.18 If Service personnel had experienced targeted sexualised behaviours they were asked where they mainly happened. The most likely place for sexualised behaviours to occur was in the workplace, at their home base or training unit. Nearly a quarter of situations occurred in a communal area.

13.19 Service personnel were least likely to experience targeted sexualised behaviour when deployed/overseas, and less than one in ten Service personnel said they experienced these behaviours in a civilian location.

Figure 3. Where targeted sexualised behaviours mainly happen (Q11)



14. WHAT SEXUAL HARASSMENT LOOKS LIKE IN THE ARMY

HEADLINE SECTION FINDINGS

This section is about Service personnel's perception of what types of behaviours count as sexual harassment.

- The more severe the behaviour, the more likely Service personnel are to view it as sexual harassment.
- At least half of all Service personnel view targeted sexualised behaviours as sexual harassment.
- Servicewomen are significantly more likely than Servicemen to count the behaviours as sexual harassment.
- Although the differences are small, Reserves are significantly more likely than Regulars to count the behaviours as sexual harassment.
- Officers are significantly more likely than ORs to count the behaviours as sexual harassment.
- Although unwelcome comments were the least likely to be viewed as sexual harassment, many Servicewomen say that they experienced this on a regular basis.
- Whilst comments are often perceived as 'banter', Servicewomen report this as sometimes going too far.
- Whether targeted sexualised behaviour is considered sexual harassment by Service personnel will depend on the context in which they occur.

SEXUAL HARASSMENT

14.1 Regardless of whether or not they had experienced them, Service personnel were asked if they think targeted sexualised behaviours count as sexual harassment in order to understand more about what types of behaviours they consider to be unacceptable. This is particularly important in order to identify the degree of tolerance for sexualised behaviours within the Army, as the culture is likely to be different from that of other organisations²⁴.

Table 12. Percentage who think targeted sexualised behaviours count as sexual harassment by gender (Q10)

Behaviour	Servicemen %	Servicewomen %
Made unwelcome comments about your appearance, body or sexual activities	53	57
Unwelcome attempts to talk to you about sexual matters	54	60
Being sent sexually explicit material	57	67
Unwelcome gestures or used body language of a sexual nature that were directed at you	62	70
Unwelcome attempts to touch you	70	79
Unwelcome attempts to establish a sexual relationship despite your discouragement	71	77
Saying or making you feel that you would be treated better in return for having a sexual relationship with them	71	78
Saying or making you feel that you would be treated worse if you did not have a sexual relationship with them	71	79
Making a sexual assault on you	73	79

24 See paragraph 5.5

- 14.2 Servicewomen are consistently more likely than Servicemen to consider targeted sexualised behaviours as sexual harassment, with at least half of Servicewomen considering all of the behaviours as sexual harassment.
- 14.3 Although Servicemen are less likely than Servicewomen to view sexualised behaviours as sexual harassment, how they view these behaviours is largely consistent with Servicewomen; as the severity of the behaviour increases so does the percentage of those who think it counts as sexual harassment.

TYPE OF SERVICE DIFFERENCES

Table 13. Percentage that thinks sexualised behaviours count as sexual harassment by Service type (Q10)

Behaviour	Regulars %	Reserves %
Made unwelcome comments about your appearance, body or sexual activities	53	55
Unwelcome attempts to talk to you about sexual matters	54	57
Being sent sexually explicit material	57	60
Unwelcome gestures or used body language of a sexual nature that were directed at you	62	64
Unwelcome attempts to touch you	71	73
Unwelcome attempts to establish a sexual relationship despite your discouragement	71	73
Saying or making you feel that you would be treated better in return for having a sexual relationship with them	71	73
Saying or making you feel that you would be treated worse if you did not have a sexual relationship with them	71	74
Making a sexual assault on you	74	74

- 14.4 For all but the most severe form of behaviour (sexual assault), Reserves are more likely than Regulars to consider the behaviour as sexual harassment.

TYPE OF SERVICE DIFFERENCES

- 14.5 Officers are significantly more likely than ORs to view all targeted sexualised behaviours as sexual harassment, with approximately two thirds of Officers thinking that even the least severe behaviour counts, compared with approximately half of ORs.
- 14.6 The more severe the behaviour the higher percentage of both Officer and ORs who think the behaviour counts as sexual harassment.

Table 14. Percentage that think sexualised behaviours count as sexual harassment by rank (Q10)

Behaviour	Officers %	ORs %
Made unwelcome comments about your appearance, body or sexual activities	<u>66</u>	<u>51</u>
Unwelcome attempts to talk to you about sexual matters	<u>72</u>	<u>51</u>
Being sent sexually explicit material	<u>73</u>	<u>55</u>
Unwelcome gestures or used body language of a sexual nature that were directed at you	<u>78</u>	<u>59</u>
Unwelcome attempts to touch you	<u>84</u>	<u>69</u>
Unwelcome attempts to establish a sexual relationship despite your discouragement	<u>85</u>	<u>69</u>
Saying or making you feel that you would be treated better in return for having a sexual relationship with them	<u>86</u>	<u>69</u>
Saying or making you feel that you would be treated worse if you did not have a sexual relationship with them	<u>86</u>	<u>69</u>
Making a sexual assault on you	<u>87</u>	<u>71</u>

14.7 All Service personnel, regardless of rank, gender and type of Service, show a decreasing level of tolerance as the severity of the behaviour increases.

TYPES OF BEHAVIOURS

14.8 To gain an understanding of the level of tolerance for sexualised behaviours, comments were elicited from focus group participants. To avoid any bias associated with different opinions of what constitutes “sexual harassment” participants were asked what behaviours they considered were “going too far”.

COMMENTS

14.9 The survey results showed that the most commonly experienced targeted sexualised behaviour was unwelcome comments, and this was also the most commonly described behaviour in the focus groups. Participants reported that the unwelcome comments were mainly focused on the recipient’s personal appearance; however several participants believed that comments were just banter and should not be taken personally.

BANTER

14.10 Banter was frequently mentioned during the focus groups however, there were mixed feelings about whether this constituted sexual harassment with the majority considering that this sometimes “goes too far”. There was a suggestion that behaviour changes from ‘banter’ to harassment when it becomes personal to the individual. Whether or not Service personnel consider something to be sexual harassment will depend on several factors, such as the relationship with the people involved and their own degree of comfort. It was felt that if they knew the other people involved then they were better able to understand the intent behind the behaviour.

FEELING UNCOMFORTABLE

14.11 During the focus groups sexual harassment was also described as any behaviour that made the recipient feel uncomfortable, for example physical touching such as ‘slapping [someone] on the arse’, someone physically invading your personal space and being singled out or targeted because of being female.

CONTEXT

14.12 During the focus groups there was a strong feeling that whether or not certain behaviour was 'going too far' and counted as sexual harassment very much depended on the individual; what was tolerated or accepted by one person may not be by another. Servicewomen however, felt that men may not pick up on this. It also depended on the relationship with the individuals and whether or not the individual knew them, which made them more able to gauge the intent.

14.13 There were many references to text messages and several instances where Service personnel had not given out their phone number yet had received unwanted messages and felt they were being harassed.

TOUCHING

14.14 Touching and attempting to initiate physical contact was also seen as "going too far". Nevertheless, some said it was acceptable in some situations for example, if they were upset and the physical contact was for reassurance.

15. PARTICULARLY UPSETTING EXPERIENCES

HEADLINE SECTION FINDINGS

This section is about an experience in the last 12 months involving targeted sexualised behaviours that Service personnel found particularly upsetting. It explores the types of behaviours involved, who was responsible, and when and where it occurred. It also looks at what impact this experience had on the individual.

- The number of Service personnel reporting a particularly upsetting experience in the last 12 months has increased since 2009, although still reflects a minority of the population.
- Over one in ten Servicewomen reported having an upsetting experience involving targeted sexualised behaviours.
- Across the ranks, female and male junior NCOs and ORs were the most likely to have an experience that they found upsetting.
- Servicewomen are consistently more likely than Servicemen to have a particularly upsetting experience.
- The person most frequently responsible for the upsetting experience was a work colleague, or someone senior to the recipient.
- The most common reason for the upsetting experience was unwelcome comments.
- In almost all of cases men were involved.
- ORs were more likely than Officers to be responsible.
- Over a quarter of respondents said that the situation lasted for longer than six months.
- The upsetting experience was more likely to have an emotional impact on Servicewomen than Servicemen, with a higher percentage of Servicewomen saying that they felt uncomfortable at work, embarrassed, humiliated, and experienced depression and/or anxiety.
- Servicemen were more likely to report the upsetting experience impacting on their work, with more Servicemen than Servicewomen saying that they no longer enjoyed their work, they no longer did their job as well as before, experienced lower levels of motivation, and received a lower than expected performance evaluation.
- The most commonly reported impact of the experience for both Servicemen and Servicewomen was losing respect for the people involved. Given that the majority of experiences involved colleagues, it is likely that there is an impact on team cohesion and effectiveness when these upsetting experiences occur.
- Given that a large number of Service personnel stated that the experience lasting several months, this suggests that the impact on the team is likely to be medium to long-term.

AN UPSETTING EXPERIENCE

- 15.1** Service personnel were asked if they have had an experience in the last 12 months involving any of the targeted sexualised behaviours that made them feel particularly upset.
- 15.2** The overall number of Service personnel reporting an upsetting experience involving targeted sexualised behaviours has risen since 2009, although still represents only a small minority of Service personnel and is lower than 2006 figures.

Table 15. Those reporting an upsetting experience by year (Q12)

Overall response %		
2014	2009	2006
4	2	16
n=506	n=359	n=634

15.3 Servicewomen are significantly more likely than Servicemen to have an upsetting experience involving targeted sexualised behaviours. A higher percentage of both Servicemen and Servicewomen stated that they had an upsetting experience in 2014 than in 2009.

Table 16. Percentage that have had a particularly upsetting experience in the last 12 months by year (Q12)

Servicemen %		Servicewomen %	
2014	2009	2014	2009
3	2	13	8
n=64	n=26	n=441	n=416

N.B Data from Regulars only

15.4 There are also differences between male and female Regulars and Reservists, with Servicewomen of both Service types consistently more likely than Servicemen to have had an experience that they found particularly upsetting.

Table 17. Percentage that have had a particularly upsetting experience in the last 12 months (Q12) by gender and type of Service

Regular %		Reserve %	
Servicemen	Servicewomen	Servicemen	Servicewomen
3	14	2	11
n=47	n=334	n=17	n=107

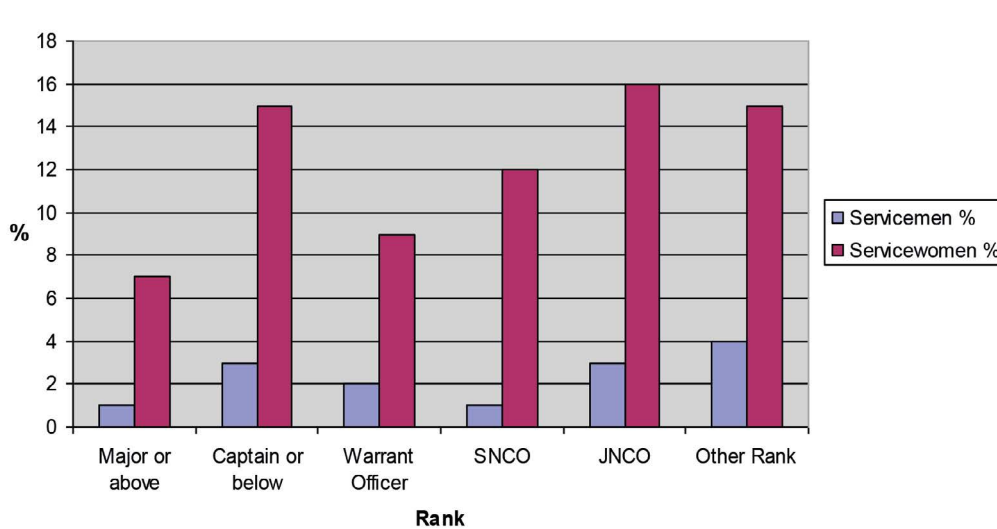
15.5 Servicewomen are more likely than Servicemen to have an upsetting experience at all ranks. The highest figures are for junior Officers and junior ORs.

Table 18. Percentage that have had a particularly upsetting experience in the last 12 months (Q12) by rank and gender

Rank	Servicemen %	Servicewomen %
Major or above	1	7
Captain or below	3	15
Warrant Officers	2	9
SNCO	1	12
JNCO	3	16
Other Rank	4	15

N.B Data is only included for respondents who answered 'yes' they had a particularly upsetting experience in the last 12 months. The figures represent the percentage of Servicemen and Servicewomen who said that each behaviour was involved. Participants could tick more than one behaviour, therefore the fields will not total 100%.

Figure 4. Percentage that have had an upsetting experience by rank and gender (Q12)



15.6 Both junior ranking Officers and ORs are more likely to have an upsetting incident than their senior counterparts. ORs are also predominantly more likely than Officers to have an upsetting experience.

TYPES OF BEHAVIOURS EXPERIENCED

15.7 Those who stated that they have had a particularly upsetting experience in the last 12 months were asked what sexualised behaviours were involved. The most common cause of an upsetting experience, for both Servicemen and Servicewomen, is receiving unwelcome personal comments.

Table 19. Behaviours involved for those who had a particularly upsetting experience by gender (Q13)

Behaviour	Servicemen %	Servicewomen %	Total %
Made unwelcome comments about your appearance, body or sexual activities	<u>63</u>	<u>69</u>	65
Unwelcome attempts to talk to you about sexual matters	<u>32</u>	<u>45</u>	36
Being sent sexually explicit material	8	10	8
Unwelcome gestures or used body language of a sexual nature that were directed at you	<u>16</u>	<u>33</u>	22
Unwelcome attempts to touch you	33	36	34
Unwelcome attempts to establish a sexual relationship despite your discouragement	<u>16</u>	<u>26</u>	19
Saying or making you feel that you would be treated better in return for having a sexual relationship with them	<u>5</u>	<u>10</u>	6
Saying or making you feel that you would be treated worse if you did not have a sexual relationship with them	<u>2</u>	<u>7</u>	3
Making a sexual assault on you	<u>4</u>	<u>10</u>	6

N.B Data are only included for respondents who answered 'yes' they had a particularly upsetting experience in the last 12 months. The figures represent the percentage of Servicemen and Servicewomen who said that each behaviour was involved. Participants could tick more than one behaviour, therefore the fields will not total 100%.

15.8 Servicewomen were significantly more likely than Servicemen to experience all but two of the behaviours in Table 19. In some cases, Servicewomen were twice as likely to say that they had an upsetting experience involving targeted sexualised behaviours.

Table 20. Behaviours involved for those who had a particularly upsetting experience (Q13) by year

Behaviour	Total 2014 %	Total 2009 %
Made unwelcome comments about your appearance, body or sexual activities	65	89
Made unwelcome attempts to talk to you about sexual matters	36	20
Sent you sexually explicit material	8	4
Made unwelcome gestures or used body language of a sexual nature that were directed at you	22	15
Made unwelcome attempts to touch you	34	17
Made unwelcome attempts to establish a sexual relationship despite your discouragement	19	10
Said or made you feel that you would be treated better in return for having a sexual relationship with them	6	4
Said or made you feel that you would be treated worse if you did not have a sexual relationship with them	3	4
Made a sexual assault on you	6	5

N.B Data are only included for respondents who answered 'yes' they had a particularly upsetting experience in the last 12 months. The figures represent the percentage of Service personnel who said that each behaviour was involved. Participants could tick more than one behaviour, therefore the fields will not total 100%. Data is for Regulars only.

15.9 The types of behaviours experienced by Service personnel was similar in 2014 and 2009 however, the percentage of those saying that they experienced each behaviour has changed.

Table 21. Behaviours involved for those who experienced a particularly upsetting experience (Q13) by gender and rank group

A. Made unwelcome comments about your appearance, body or sexual activities			
Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	43	79	59
Junior Officers (OF1-OF2)	62	64	63
Senior Soldiers (OR6-OR9)	74	64	70
Junior Soldiers (OR2-OR4)	63	71	65
B. Made unwelcome attempts to talk to you about sexual matters			
Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	14	34	23
Junior Officers (OF1-OF2)	20	28	23
Senior Soldiers (OR6-OR9)	32	42	37
Junior Soldiers (OR2-OR4)	34	50	39

C. Sent you sexually explicit materials

Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	0	8	4
Junior Officers (OF1-OF2)	21	7	16
Senior Soldiers (OR6-OR9)	10	7	8
Junior Soldiers (OR2-OR4)	6	11	8

D. Made unwelcome gestures or body language of a sexual nature that were directed at you

Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	0	18	8
Junior Officers (OF1-OF2)	10	20	14
Senior Soldiers (OR6-OR9)	29	30	29
Junior Soldiers (OR2-OR4)	16	37	22

E. Made unwelcome attempts to touch you

Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	28	29	28
Junior Officers (OF1-OF2)	14	33	22
Senior Soldiers (OR6-OR9)	19	36	27
Junior Soldiers (OR2-OR4)	37	37	37

F. Made unwelcome attempts to establish a sexual relationship despite your discouragement

Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	14	16	15
Junior Officers (OF1-OF2)	21	28	24
Senior Soldiers (OR6-OR9)	19	25	22
Junior Soldiers (OR2-OR4)	16	26	19

G. Said or made you feel you would be treated better in return for having a sexual relationship with them

Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	0	6	3
Junior Officers (OF1-OF2)	7	12	9
Senior Soldiers (OR6-OR9)	0	9	4
Junior Soldiers (OR2-OR4)	5	11	7

H. Said or made you feel you would be treated worse in return for not having a sexual relationship with them			
Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	0	6	3
Junior Officers (OF1-OF2)	7	1	5
Senior Soldiers (OR6-OR9)	10	7	9
Junior Soldiers (OR2-OR4)	0	8	2

I. Made a sexual assault on you			
Rank	Servicemen %	Servicewomen %	Total %
Senior Officers (OF3+)	0	6	3
Junior Officers (OF1-OF2)	14	9	12
Senior Soldiers (OR6-OR9)	10	9	9
Junior Soldiers (OR2-OR4)	3	11	5

N.B Data are only included for respondents who answered 'yes' they had a particularly upsetting experience in the last 12 months. The figures represent the percentage of Service personnel who said that each behaviour was involved. Participants could tick more than one behaviour, therefore the fields will not total 100%.

15.10 Of those who had an experience in the last 12 months that made them feel particularly upset, female senior Officers were the most likely to experience unwelcome comments about their appearance, body or sexual activities.

15.11 Male junior Officers were most likely to experience receiving sexually explicit materials and sexual assault.

15.12 Female junior Officers were most likely to experience unwelcome attempts from others to establish a sexual relationship despite their discouragement, and for others to say or make them feel that they would be treated better in return for having a sexual relationship with them.

15.13 Male senior soldiers were most likely to experience someone else saying or making them feel that they would be treated worse in return for not having a sexual relationship with them.

15.14 Female junior soldiers were the most likely to experience unwelcome attempts from others to talk to them about sexual matters, and to have unwelcome gestures or body language of a sexual nature directed at them.

15.15 Male and female junior soldiers were most likely to experience unwelcome attempts from others to touch them.

PEOPLE INVOLVED

15.16 In nearly all cases where Service personnel stated they had an upsetting experience, men were involved. In over two thirds of cases women were involved.

Table 22. Percentage of those involved (Q14c) by gender

Males involved %	Females involved %
98	70

15.17 The people involved in the upsetting experience in almost all cases for both Servicemen and Servicewomen were men. Women were involved in two thirds of upsetting behaviours experienced by Servicemen, and almost half of cases experienced by Servicewomen.

Table 23. Gender of person responsible for upsetting experience (Q14c)

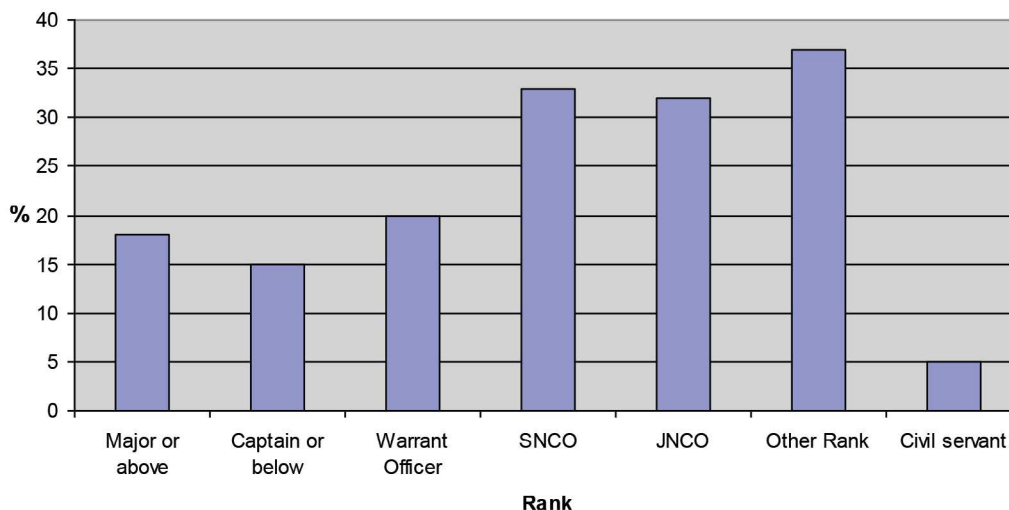
	Experienced by Servicemen %	Experienced by Servicewomen %
Males involved %	97	100
Females involved %	77	43

15.18 ORs (junior and senior NCO and Other Rank) were most likely to be responsible for the upsetting experience. Officers were reported as being responsible in less than one in five instances.

Table 24. Percentage of each rank being reported as responsible (Q14a)

Person responsible	%
Major or above	18
Captain or below	15
Warrant Officers	20
SNCO	33
JNCO	32
Other Rank	37
Civil servant	5

Figure 4. Percentage that have had an upsetting experience by rank and gender (Q12)



N.B Data are only included for respondents who answered 'yes' they had a particularly upsetting experience in the last 12 months.

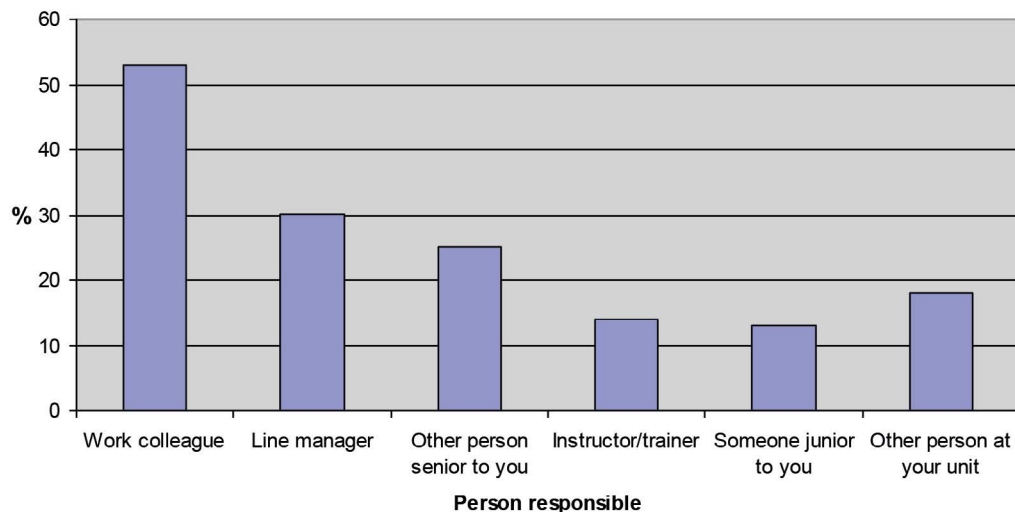
Table 25. Percentage of each person being reported as responsible (Q14b)

Person responsible	%
Work colleague	53
Line manager	30
Other person senior to you	25
Instructor/trainer	14
Someone junior to you	13
Other person at your unit	18

N.B Data are only included for respondents who answered 'yes' they had a particularly upsetting experience in the last 12 months. Participants could tick more than one behaviour, therefore the fields will not total 100%.

15.19 Work colleagues were responsible for the upsetting experience in over half of cases. Line managers and another person more senior to the recipient were stated as being responsible by over one in four cases.

Figure 6. Person responsible for upsetting experience (Q14b)



15.20 The number of people responsible ranged from zero to eight for Servicewomen and zero to twenty for Servicemen. When men were involved there were likely to be at least two of them; when women were involved there was likely to be at least one involved.

15.21 Almost half (44%) of respondents said that the upsetting experience was a one-off incident. However, 45% of respondents said the experience went on for two months or longer, with 27% stating that it lasted longer than 6 months (Q15).

15.22 In the majority (87%) of cases the upsetting experience occurred in the workplace or communal area at the Service personnel's military home base or training unit. Of the remaining respondents, 10% said it occurred when deployed/overseas, and 3% in a civilian location when either on or off duty (Q16).

THE IMPACT OF AN UPSETTING EXPERIENCE

- 15.23** Servicewomen were more likely than Servicemen to say that they felt uncomfortable at work, embarrassed, humiliated, and that they lost respect for the people involved as a result of the upsetting experience. They were also more likely to experience depression and/or anxiety.
- 15.24** Servicemen were more likely than Servicewomen to say that they no longer enjoyed their work, not did their job as well as before, experienced lower levels of motivation, and received a lower than expected performance evaluation. They were also more likely to think about leaving the Army and have health problems as a result of the upsetting experience.

Table 26. Those reporting they experienced the following to a moderate or large extent (Q17)

Impact of upsetting experience	Servicemen %	Servicewomen %
a. I no longer enjoyed my work	<u>53</u>	<u>44</u>
b. I felt uncomfortable at work	<u>51</u>	<u>60</u>
c. My work environment became unpleasant	47	47
d. I did not do my job as well as before	<u>35</u>	<u>27</u>
e. My motivation was lower	<u>46</u>	<u>42</u>
f. I was embarrassed	<u>53</u>	<u>73</u>
g. I felt humiliated	<u>60</u>	<u>61</u>
h. I lost respect for the people involved	<u>75</u>	<u>82</u>
i. I felt excluded from my team	36	32
j. I experienced depression and/or anxiety	<u>35</u>	<u>38</u>
k. I thought about leaving the Army	<u>45</u>	<u>38</u>
l. I had health problems	<u>21</u>	<u>18</u>
m. I received a lower than expected performance evaluation	<u>36</u>	<u>20</u>

N.B Data are only included for respondents who answered 'yes' they had a particularly upsetting experience in the last 12 months.

REASONS WHY THE UPSETTING EXPERIENCE OCCURRED

- 15.25** Service personnel who had an upsetting experience in the last 12 months were asked why they thought the situation occurred (Q18). As this was a free text box in the survey the comments were coded thematically and the key themes are presented here.
- 15.26 Boundaries:** The blurring of the line between what is appropriate and what is not was frequently mentioned, with Service personnel sometimes not recognising when a joke or banter went too far. Alcohol was also mentioned frequently as a reason and due to inhibitions and social norms being relaxed whilst under the influence, this may help to explain why some behaviour crosses the line into something that is unacceptable.
- 15.27 Personal attributes:** For some Service personnel, there was a belief that the cause was related to a personal attribute, such as being overweight, homosexual, or new to a unit. This suggests there may be a tendency for some Service personnel to feel that they were responsible for the upsetting experience themselves. There were also examples of when Servicewomen were picked upon because they were in a minority.

- 15.28 Group think:** Service personnel 'showing off' or exhibiting what can be referred to as 'group think'²⁵ behaviour was also frequently cited as a reason. This suggests that even if some Service personnel think that the behaviour is wrong, they are likely to want to conform to the predominant behaviour so that they are accepted into the group. Consistent with this is the frequent references to sexualised behaviours being part of the Army culture, and 'just the way it is'.
- 15.29 Leadership:** There were also frequent comments relating to an abuse of authority or position, where the person responsible for the behaviour was more senior to the recipient. In some cases this involved the more senior person failing to use their position to do something about the inappropriate behaviour.

²⁵ **Groupthink** is a psychological phenomenon that occurs within a group of people, in which the desire for harmony or conformity in the group results in an irrational or dysfunctional decision-making outcome. Group members try to minimize conflict and reach a consensus decision without critical evaluation of alternative viewpoints, by actively suppressing dissenting viewpoints, and by isolating themselves from outside influences. Loyalty to the group requires individuals to avoid raising controversial issues or alternative solutions, and there is loss of individual creativity, uniqueness and independent thinking.

16. DEALING WITH AN UPSETTING EXPERIENCE

HEADLINE SECTION FINDINGS

This section explores how Service personnel managed the particularly upsetting experience, both at an informal and formal level. It looks at if and how the situation was resolved and who (if anyone) they received support from.

- Most Service personnel dealt with the upsetting experience by trying to avoid the behaviour and the person/people involved.
- Servicewomen and Reserves were much more likely to have someone intervene on their behalf.
- ORs were likely to adopt avoidance strategies, such as asking to move somewhere else, as a way of managing the situation.
- Servicewomen were more likely to say that the actions they adopted stopped the behaviour.
- The most effective strategy for stopping the behaviour was having someone intervene on the recipient's behalf.
- Over three quarters of Reserve Servicewomen told someone at work what was happening.
- Service personnel were most likely to tell a colleague or their line manager.
- Approximately one third of Service personnel stated that the person they told helped them to resolve the situation.
- Reserve male Officers were most likely to say that the person they told helped them.
- The most common reason for not telling anyone at work was because Service personnel thought that they could handle the situation themselves.
- Whether targeted sexualised behaviour is considered sexual harassment by Service personnel will depend on the context in which they occur.

TAKING ACTION

- 16.1** Survey respondents who had an upsetting experience were asked if they took any action to try to stop the behaviour that had led to the upsetting experience.
- 16.2** The most commonly adopted course of action for both Servicemen and Servicewomen was to ignore the behaviour. Servicemen were significantly more likely to do this than Servicewomen. Servicemen were significantly more likely than Servicewomen to ask to be moved elsewhere and to use mediation as a way of stopping the behaviour.
- 16.3** Servicewomen were significantly more likely than Servicemen to avoid the person responsible, ask them to stop, or to report the incident to the Royal Military Police (RMP). Servicewomen were also three times more likely to have someone senior to them in their command/line management chain take action on their behalf.

Table 27. Actions taken to stop the targeted sexual behaviours by gender (Q19a)

Action taken	Servicemen %	Servicewomen %	Overall %
a. I ignored the behaviour	65	58	62
b. I avoided the person if I could	51	57	53
c. I asked the person to stop	39	48	42
d. I wrote to the person asking them to stop	1	3	2
e. I asked to be moved somewhere else	13	10	12
f. Someone in the command/line management chain took action or said something on my behalf	7	26	13
g. A colleague took action or said something on my behalf	8	18	11
h. I reported it to the Royal Military Police (RMP)	1	5	2
i. I used mediation	12	6	10
j. None of these	3	3	3

16.4 ORs were significantly more likely than Officers to adopt different types of avoidance as a coping mechanism, such as trying to ignore the behaviour, avoiding the person responsible, or being asking to move somewhere else.

Table 28. Actions taken to stop the targeted sexual behaviours by rank (Q19a)

Action taken	Officers %	ORs %
a. I ignored the behaviour	42	65
b. I avoided the person if I could	47	54
c. I asked the person to stop	45	41
d. I wrote to the person asking them to stop	2	2
e. I asked to be moved somewhere else	2	14
f. Someone in the command/line management chain took action or said something on my behalf	15	12
g. A colleague took action or said something on my behalf	11	11
h. I reported it to the Royal Military Police (RMP)	1	3
i. I used mediation	5	11
j. None of these	2	3

TYPE OF SERVICE DIFFERENCES

16.5 Regulars were significantly more likely than Reserves to ignore the behaviour. As Reserves were also significantly more likely than Regulars to consider most types of targeted sexualised behaviour as sexual harassment, this may suggest that Reserves are likely to be less tolerant of these behaviours.

16.6 Reserves were also significantly more likely than Regulars to have someone intervene on their behalf, with almost three times as many Reserves stating that someone in the command/line management chain took action or said something on their behalf.

Table 29. Actions taken to stop the targeted sexual behaviours by type of Service (Q19a)

Action taken	Regulars %	Reserves %
a. I ignored the behaviour	66	43
b. I avoided the person if I could	52	54
c. I asked the person to stop	43	37
d. I wrote to the person asking them to stop	2	2
e. I asked to be moved somewhere else	12	13
f. Someone in the command/line management chain took action or said something on my behalf	10	29
g. A colleague took action or said something on my behalf	10	19
h. I reported it to the Royal Military Police (RMP)	2	2
i. I used mediation	9	18
j. None of these	3	2

SITUATION RESOLUTION

16.7 For over half of Servicemen, the remedial actions did not resolve the situation. However, only a third of Servicewomen had the same issue.

Figure 7. If situation was resolved by gender (Q19b)

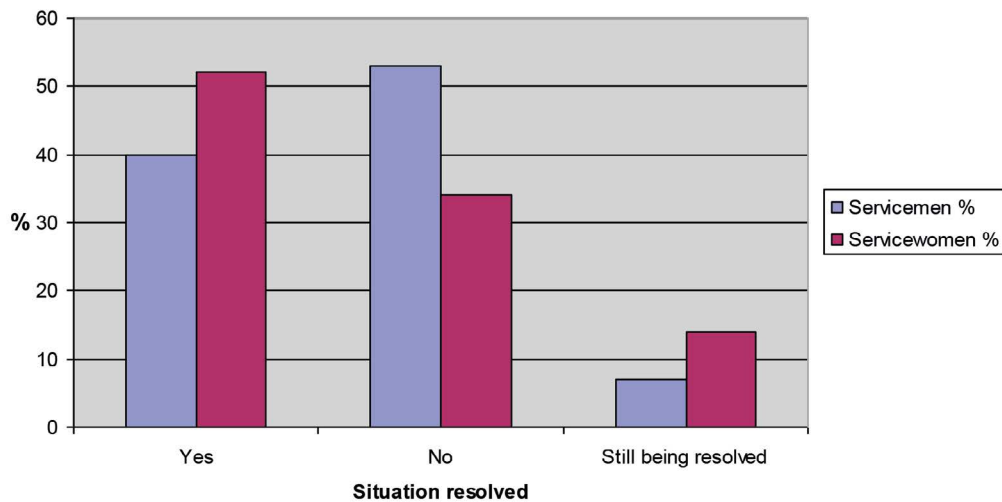


Table 30. If situation was resolved by gender (Q19b)

Resolved	Servicemen %	Servicewomen %
Yes	40	52
No	53	34
Still being resolved	7	14

- 16.8** The most effective way for Servicemen to stop the targeted sexualised behaviours was to have someone take action on their behalf, with all saying that it was effective. The least effective strategies were writing to the person asking them to stop, asking to be moved elsewhere and making a report to the RMP, where nobody found this to be effective.
- 16.9** A much lower percentage of Servicemen who took action said it was effective in stopping the behaviour. Having someone take action on your behalf (someone in the command/line management chain or a colleague), however, was effective in all cases of those who used it.

Table 31. Action taken and whether it stopped the behaviour/s for Servicemen (Q19a+Q19c)

Action to stop the behaviour	Used %	Effective %
a. I ignored the behaviour	65	68
b. I avoided the person if I could	51	52
c. I asked the person to stop	39	71
d. I wrote to the person asking them to stop	1	0
e. I asked to be moved somewhere else	13	0
f. Someone in the command/line management chain took action or said something on my behalf	7	100
g. A colleague took action or said something on my behalf	8	100
h. I reported it to the Royal Military Police (RMP)	1	0

- 16.10** The most effective way of stopping targeted sexualised behaviour for Servicewomen was for someone in the command/line management chain to take action on their behalf, with nine of out ten Servicewomen stating that this was effective. The least effective strategy was writing to the person asking them to stop, which was also the least used.
- 16.11** Although higher than Servicemen, only a small percentage (5%) of Servicewomen made a complaint to the Royal Military Police (RMP). Servicewomen were also more likely than Servicemen to state that this was effective in stopping the behaviour.
- 16.12** A much lower percentage of Servicewomen who took action said it was effective in stopping the behaviour, with the least effective action only being effective in just over a quarter of cases.

Table 32. Action taken and whether it stopped the behaviour/s for Servicewomen (Q19a+Q19c)

Action to stop the behaviour	Used %	Effective %
a. I ignored the behaviour	58	48
b. I avoided the person if I could	57	53
c. I asked the person to stop	48	56
d. I wrote to the person asking them to stop	3	28
e. I asked to be moved somewhere else	10	80
f. Someone in the command/line management chain took action or said something on my behalf	26	91
g. A colleague took action or said something on my behalf	18	77
h. I reported it to the Royal Military Police (RMP)	5	71

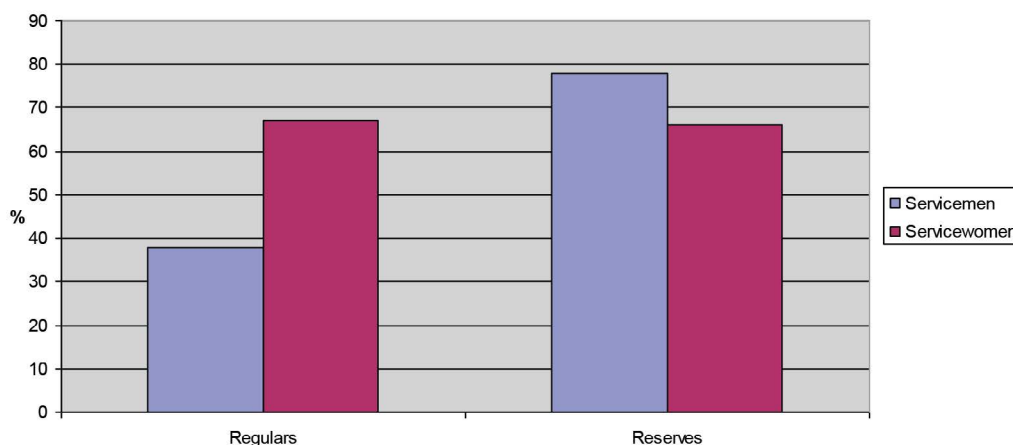
SUPPORT FROM OTHERS

16.13 Reserve Servicemen and Regular Servicewomen were the most likely to tell someone else at work that they were experiencing targeted sexualised behaviours. Only just over a third of Regular Servicemen told someone at work that they had an upsetting experience compared with three quarters of Reserve Servicemen.

Table 33. If the respondent told anyone at work what was happening by type of Service and gender (Q20)

Did you tell anyone at work what was happening: Yes	Regulars %	Reserves %
Servicemen	38	78
Servicewomen	67	66

Figure 8. If the respondent told anyone at work what was happening by type of Service and gender (Q20)



16.14 Both Servicemen and Servicewomen were most likely to tell a colleague about the upsetting experience, Servicewomen more so than Servicemen. Less than half of Service personnel told their line manager, and less than one in ten Service personnel told their unit Equality and Diversity Advisor. Both Servicemen and Servicewomen were unlikely to have used a support line.

Table 34. Who Regulars Service personnel told at work about the upsetting experience by gender (Q21)

Who did you tell?	Regulars	
	Servicemen	Servicewomen
Padre/Chaplain	18	5
Service Helpline or Support Line	0	3
Welfare People	2	12
Colleague	64	74
Unit Equality and Diversity Advisor	8	9
Line Manager	42	37
Other superior Officers	29	17

16.15 Three quarters of Reserve Servicewomen told a colleague about the upsetting experience, and this was the person they were most likely to tell. They were also more likely than Reserve Servicemen to do this.

16.16 Reserve Servicemen were most likely to tell their line manager with over half saying this, compared with less than a quarter of Reserve Servicewomen.

Table 35. Who Reserves Service personnel told at work about the upsetting experience by gender (Q21)

Who did you tell?	Reserves	
	Servicemen	Servicewomen
Padre/Chaplain	26	12
Service Helpline or Support Line	0	4
Welfare People	0	16
Colleague	44	75
Unit Equality and Diversity Advisor	0	17
Line Manager	54	23
Other superior Officers	28	34

16.17 Approximately two thirds of Service personnel said that the person they told at work about the upsetting experience was unable to help them resolve the situation. Servicemen were more likely than Servicewomen to say that the person they told helped them. Female Officers were the least likely to say that the person that they told helped to resolve the situation.

Table 36. Percentage of Regulars who reported that the person they told helped to resolve the situation by gender (Q22a)

Did any of these people help resolve the situation: Yes			
Regulars			
Servicemen		Servicewomen	
Officers %	ORs %	Officers %	ORs %
36	38	25	33

16.18 Male Reserve Officers were the most likely to report that the person they told helped them to resolve the upsetting situation, and three times as likely as female Officers. Female Reserve ORs were also more likely than male Reserve ORs to report that the person they told helped.

Table 37. Percentage of Reserves who reported that the person they told helped to resolve the situation by gender (Q22a)

Did any of these people help resolve the situation: Yes			
Reserves			
Servicemen		Servicewomen	
Officers %	ORs %	Officers %	ORs %
70	29	23	31

NOT TELLING ANYONE

16.19 The most common reason Servicewomen gave for not telling anyone at work about the upsetting experience was because they thought they could handle the situation themselves. They were also likely to think that nothing would be done about it, that it would make the work situation unpleasant, and that they would be labelled a troublemaker.

16.20 The most common reason Servicemen gave for not telling anyone at work about the upsetting experience was because they thought it would make their work situation unpleasant. They also did not think anything would be done about it, thought they could handle the situation themselves, and that they would not be believed.

16.21 Servicewomen were significantly more likely than Servicemen to think that they could handle the situation themselves, did not think it was that important, worry that everyone would find out, and think that they would be labelled a troublemaker.

16.22 Servicemen were significantly more likely than Servicewomen to think that they would not be believed, that nothing would be done about it, and not want to hurt or upset the person who harassed them. They were also more likely to not tell anyone at work because they thought it might affect their job or career, think that it would make the work situation unpleasant, and that they would lose the trust and respect of their colleagues.

16.23 Servicemen were also more likely than Servicewomen to say that they did not tell anyone at work about the upsetting experience because the person responsible was their line manager or another superior officer.

Table 38. Why Service personnel did not tell anyone at work by gender (Q23)

Reason	Servicemen	Servicewomen
I thought I could handle the situation myself	<u>42</u>	<u>68</u>
I did not think it was that important	<u>7</u>	<u>34</u>
I did not think I would be believed	<u>42</u>	<u>19</u>
I did not think anything would be done about it	<u>53</u>	<u>40</u>
I did not want to hurt/upset the person who harassed me	19	17
I was worried that everyone would find out	<u>12</u>	<u>20</u>
I thought I would be labelled a troublemaker	33	37
I thought it might affect my job or career	<u>34</u>	<u>20</u>
I thought it would make my work situation unpleasant	<u>60</u>	<u>45</u>
The person responsible was my line manager or another superior officer	20	16
I thought I would lose the trust and respect of my colleagues	26	21

16.24 Officers were most likely to say that they did not tell anyone at work about the upsetting experience because they thought they could handle the situation themselves. ORs were most likely to say that they thought it would make their work situation unpleasant.

16.25 Officers were significantly more likely than ORs to think that they could handle the situation themselves, worry that everyone would find out, and not tell anyone at work because the person responsible was their line manager or another superior officer

Table 39. Why Service personnel did not tell anyone at work by rank (Q23)

Reason	Officers	ORs
I thought I could handle the situation myself	<u>59</u>	<u>47</u>
I did not think it was that important	11	13
I did not think I would be believed	<u>20</u>	<u>38</u>
I did not think anything would be done about it	42	51
I did not want to hurt/upset the person who harassed me	16	19
I was worried that everyone would find out	<u>28</u>	<u>12</u>
I thought I would be labelled a troublemaker	<u>24</u>	<u>35</u>
I thought it might affect my job or career	26	31
I thought it would make my work situation unpleasant	48	58
The person responsible was my line manager or another superior officer	25	18
I thought I would lose the trust and respect of my colleagues	21	26

16.26 The most common reason for not telling anyone at work for both Regulars and Reserves was the belief that it would make their work situation unpleasant.

16.27 Regulars were more likely than Reserves to say that they thought they could handle the situation themselves, that nothing would be done about it, and that it would make their work situation unpleasant.

Table 40. Why Service personnel did not tell anyone at work by type of Service (Q23)

Reason	Regulars	Reserves
I thought I could handle the situation myself	48	53
I did not think it was that important	12	20
I did not think I would be believed	36	42
I did not think anything would be done about it	49	56
I did not want to hurt/upset the person who harassed me	19	15
I was worried that everyone would find out	14	20
I thought I would be labelled a troublemaker	<u>33</u>	<u>52</u>
I thought it might affect my job or career	30	41
I thought it would make my work situation unpleasant	56	62
The person responsible was my line manager or another superior officer	20	11
I thought I would lose the trust and respect of my colleagues	<u>23</u>	<u>47</u>

16.28 Reserves were significantly more likely to think that they would be labelled a troublemaker and would lose the trust and respect of their colleagues.

17. FORMAL WRITTEN COMPLAINT PROCESS

HEADLINE SECTION FINDINGS

This section is about the experiences of those who made a formal complaint following an experience involving targeted sexualised behaviours that they found particularly upsetting.

- Approximately 3% of Service personnel who had an upsetting experience involving targeted sexualised behaviours made a formal written complaint.
- Servicewomen were more likely than Servicemen to make a formal complaint.
- The main reason for not making a formal complaint was because Service personnel believed they could handle the situation themselves.
- However, nearly half of those Service personnel who had an upsetting experience did not make a formal complaint because they were concerned about the consequences, such as being labelled a troublemaker, and the affect it might have on their career.
- Over a third of Service personnel did not make a complaint because they were worried about repercussions from the other people involved.
- Over a third of Service personnel did not make a complaint because they did not think anything would be done as a result.
- Although figures are low, Servicewomen were significantly more likely than Servicemen to be persuaded not to make a complaint by a colleague or superior.
- Servicemen were more likely than Servicewomen to not make a complaint because they were worried about the repercussions from the other people involved.
- Reserves were most likely to say that they did not make a formal written complaint because they did not want to be labelled a troublemaker.
- Reserves were significantly less likely than Regulars to know how to make a formal complaint.
- Servicewomen were more likely than Servicemen to experience negative consequences, such as feeling embarrassed and losing respect for the people involved, as a result of making a complaint.
- Servicemen were least likely out of all cohorts to experience negative consequences.
- There were no differences between ranks or between Regulars and Reserves in the extent of negative consequences experienced.
- Despite the number of particularly upsetting experiences increasing from 2009, the number of people who made a formal complaint has not changed.

MAKING A FORMAL COMPLAINT

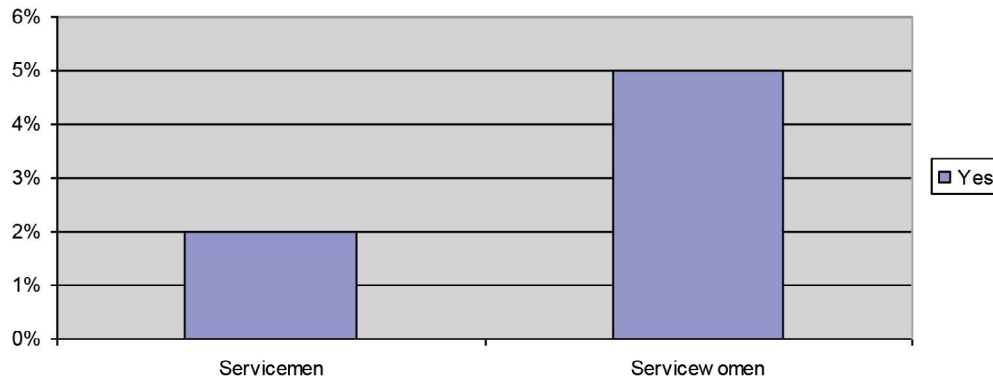
17.1 Only a small percentage of those who had an upsetting experience in the last 12 months made a formal written complaint about the experience to their Commanding Officer.

Table 41. Percentage of those who had an upsetting experience that made a formal complaint (Q24)

Made a formal complaint %		Made a formal complaint %	
Servicemen	Servicewomen	Officers	ORs
2	5	3	3

Made a formal complaint %		Made a formal complaint %	
Regular	Reserve	2014	2009
3	3	3	3

Figure 9. Percentage of Service personnel that made a formal complaint by gender (Q24)



- 17.2 Those who did not make a formal complaint were asked why. The majority of Service personnel did not make a formal written complaint because they thought they could handle the situation themselves.
- 17.3 Service personnel were also likely to be concerned about the consequences of making a complaint, with nearly half reporting that they did not want to be labelled a troublemaker, and thought that making a formal complaint would affect their job or career.
- 17.4 Over a third of Service personnel did not think they would be believed, or anything would be done about the situation if they made a complaint. In one in four cases Service personnel did not make a complaint because the situation involved their line manager or another superior Officer.
- 17.5 One in three respondents indicated that the situation was resolved informally, so they did not need to make a formal complaint.

Table 42. Reasons why Service personnel did not make a formal written complaint (Q25)

Why did you not make a formal written complaint?	%
The situation was resolved informally	28
I thought I could handle the situation myself	49
I did not think it was that important	21
I did not think I would be believed	31
I did not think anything would be done about it	37
I did not want to hurt/upset the person who harassed me	13
I was worried that everyone would find out	21
I did not want to be labelled a troublemaker	46
I thought it might affect my job or career	42

Why did you not make a formal written complaint?	%
The person responsible was my line manager or another superior Officer	24
I was persuaded not to make a formal complaint by a colleague	3
I was persuaded not to make a formal complaint by a superior	3
I did not know how to make a formal complaint	9
I thought it would take too much time and effort	7
I was worried about repercussions from the other person/people involved	34
I did not know what to do	17

17.6 Servicemen were most likely not to make a formal complaint because they thought they could handle the situation themselves, did not want to be labelled a troublemaker, and thought it might affect their job or career.

17.7 Servicewomen were also likely not to make a formal complaint because they thought they could handle the situation themselves and did not want to be labelled a troublemaker, but they also were likely to resolve the situation informally, and to think that nothing would be done about it.

17.8 Servicewomen were significantly more likely than Servicemen to be persuaded to not make a complaint by a colleague or superior. They were also more likely to not want to hurt/upset the people involved and worry that everyone would find out.

17.9 Servicemen were more likely than Servicewomen to not make a complaint because they were worried about the repercussions from the other people involved, and to say that the person responsible was their line manager or another superior Officer. They were also more likely to think that they would not be believed.

Table 43. Reasons why Service personnel did not make a formal written complaint by gender (Q25)

Why did you not make a formal written complaint?	Servicemen %	Servicewomen %
The situation was resolved informally	<u>25</u>	<u>35</u>
I thought I could handle the situation myself	<u>51</u>	<u>44</u>
I did not think it was that important	<u>18</u>	<u>27</u>
I did not think I would be believed	<u>38</u>	<u>19</u>
I did not think anything would be done about it	39	35
I did not want to hurt/upset the person who harassed me	<u>11</u>	<u>17</u>
I was worried that everyone would find out	<u>19</u>	<u>25</u>
I did not want to be labelled a troublemaker	48	43
I thought it might affect my job or career	<u>48</u>	<u>31</u>
The person responsible was my line manager or another superior Officer	<u>27</u>	<u>18</u>
I was persuaded not to make a formal complaint by a colleague	<u>2</u>	<u>6</u>
I was persuaded not to make a formal complaint by a superior	<u>0</u>	<u>7</u>

Why did you not make a formal written complaint?	Servicemen %	Servicewomen %
I did not know how to make a formal complaint	9	9
I thought it would take too much time and effort	6	10
I was worried about repercussions from the other person/people involved	37	30
I did not know what to do	17	15

17.10 Reserves were most likely to say that they did not make a formal written complaint because they did not want to be labelled a troublemaker, with over two thirds giving this as a reason. They were also likely to think that it might affect their job or career.

17.11 Regulars were most likely to not make a complaint because they thought they could handle the situation themselves. They were also significantly more likely than Reserves to say that they did not think the incident was that important, and that the person responsible was their line manager or another superior Officer.

17.12 Reserves were significantly more likely than Regulars to think that nothing would be done about the situation, and worry that everyone would find out. They were also more likely to worry about the repercussions from the other people involved, and not want to hurt or upset them.

17.13 Reserves were significantly less likely than Regulars to know how to make a formal written complaint.

Table 44. Reasons why Service personnel did not make a formal written complaint by type of Service (Q25)

Why did you not make a formal written complaint?	Regulars %	Reserves %
The situation was resolved informally	28	28
I thought I could handle the situation myself	51	36
I did not think it was that important	23	11
I did not think I would be believed	31	36
I did not think anything would be done about it	36	47
I did not want to hurt/upset the person who harassed me	12	19
I was worried that everyone would find out	16	47
I did not want to be labelled a troublemaker	42	68
I thought it might affect my job or career	39	62
The person responsible was my line manager or another superior Officer	26	11
I was persuaded not to make a formal complaint by a colleague	3	4
I was persuaded not to make a formal complaint by a superior	2	3
I did not know how to make a formal complaint	7	18
I thought it would take too much time and effort	6	14
I was worried about repercussions from the other person/people involved	31	49
I did not know what to do	17	15

17.14 Officers and ORs were both most likely to not make a formal complaint because they thought they could handle the situation themselves.

17.15 ORs were significantly more likely than Officers to believe that they could handle the situation themselves, and that they would not be believed. They were also more likely not to want to be labelled a troublemaker, and think that making a formal complaint would affect their job or career. ORs were significantly more likely than Officers to say that they did not know what to do.

Table 45. Reasons why Service personnel did not make a formal written complaint by rank (Q25)

Why did you not make a formal written complaint?	Officers %	ORs %
The situation was resolved informally	32	27
I thought I could handle the situation myself	41	50
I did not think it was that important	17	22
I did not think I would be believed	17	34
I did not think anything would be done about it	37	37
I did not want to hurt/upset the person who harassed me	13	13
I was worried that everyone would find out	19	25
I did not want to be labelled a troublemaker	30	49
I thought it might affect my job or career	30	44
The person responsible was my line manager or another superior Officer	21	24
I was persuaded not to make a formal complaint by a colleague	2	3
I was persuaded not to make a formal complaint by a superior	3	2
I did not know how to make a formal complaint	2	10
I thought it would take too much time and effort	5	7
I was worried about repercussions from the other person/people involved	31	35
I did not know what to do	3	19

COMPLAINTS PROCESS

17.16 For those that did make a formal written complaint, only a third were satisfied with the process, such as the availability of information and their understanding of how to make a complaint. A third of Service personnel were satisfied with the way they were treated by the people handling the complaint.

17.17 Over half of those who made a written complaint were dissatisfied with how well they were kept informed about the progress of their complaint and how well the outcome of the investigation was explained to them.

Table 46. How satisfied Service personnel were with aspects of the complaint process (Q26)

Aspect of the complaint process	Dissatisfied %	Neutral %	Satisfied %
The availability of information about how to make a complaint	30	39	30
Your understanding of how to make a complaint	27	40	33
Treatment of you by the people who handled the complaint	22	43	34
The amount of time it took/is taking to resolve the complaint	42	38	20
How well you were kept informed about the progress of your complaint	51	27	23
How well the outcome of the investigation was explained to you	57	22	21

17.18 Over half of Service personnel said that they suffered negative consequences from making a formal complaint throughout the process and/or afterwards (Q27). A third of Servicemen suffered negative consequences compared with nearly two thirds of Servicewomen.

17.19 Servicemen only stated experiencing three negative consequences, losing respect for the people involved, experiencing depression/anxiety, and thinking about leaving the Army, as a result of making a formal complaint.

17.20 Servicewomen said that they experienced all of the negative consequences listed as a result of making a formal complaint.

17.21 Both Officers and ORs said that they experienced all but one of the negative consequences, the only exception being that Officers did not report not doing their job as well as before.

17.22 Both Regulars and Reserves stated that they experienced all of the negative consequences listed as a result of making a formal complaint.

Table 47. Negative consequences experienced by gender (Q28)

Negative consequences from making a formal complaint	Servicemen	Servicewomen
I no longer enjoyed my work		✓
I felt uncomfortable at work		✓
My work environment became unpleasant		✓
I did not do my job as well as before		✓
My motivation was lower		✓
I was embarrassed		✓
I received negative comments from colleagues		✓
I lost respect for the people involved	✓	✓
I felt excluded from my team		✓

Negative consequences from making a formal complaint	Servicemen	Servicewomen
I experienced depression and/or anxiety	✓	✓
I thought about leaving the Army	✓	✓
I had health problems		✓
I received a lower than expected performance evaluation		✓

Table 48. Negative consequences experienced by rank (Q28)

Negative consequences from making a formal complaint	Officers	ORs
I no longer enjoyed my work	✓	✓
I felt uncomfortable at work	✓	✓
My work environment became unpleasant	✓	✓
I did not do my job as well as before		✓
My motivation was lower	✓	✓
I was embarrassed	✓	✓
I received negative comments from colleagues	✓	✓
I lost respect for the people involved	✓	✓
I felt excluded from my team	✓	✓
I experienced depression and/or anxiety	✓	✓
I thought about leaving the Army	✓	✓
I had health problems	✓	✓
I received a lower than expected performance evaluation	✓	✓

Table 49. Negative consequences experienced by type of Service (Q28)

Negative consequences from making a formal complaint	Regulars	Reserves
I no longer enjoyed my work	✓	✓
I felt uncomfortable at work	✓	✓
My work environment became unpleasant	✓	✓
I did not do my job as well as before	✓	✓
My motivation was lower	✓	✓
I was embarrassed	✓	✓
I received negative comments from colleagues	✓	✓
I lost respect for the people involved	✓	✓
I felt excluded from my team	✓	✓
I experienced depression and/or anxiety	✓	✓
I thought about leaving the Army	✓	✓
I had health problems	✓	✓
I received a lower than expected performance evaluation	✓	✓

18. PREVENTING AND MANAGING SEXUAL HARASSMENT

HEADLINE SECTION FINDINGS

This section is about Service personnel's views on whether sexual harassment is a problem in the Army, how the Army manages and prevents it, and the extent to which the Army supports those who have been sexually harassed. It measures whether Service personnel would intervene if they thought someone was being sexually harassed and if not, why not. The section also gains Service personnel's opinions about the effectiveness of a range of interventions to prevent and manage sexual harassment.

- A minority of Service personnel believe that sexual harassment is a problem across the Army, with the majority believing it is only a problem in some parts.
- Service personnel are unlikely to believe that sexual harassment is a problem in their unit/team.
- Servicewomen were more likely than Servicemen to believe that sexual harassment is a problem in the Army and in their unit/team.
- The majority of Service personnel believe that the Army supports those who have been sexually harassed.
- Most Service personnel would try to stop sexual harassment if they thought it was happening to someone.
- The main reasons why Service personnel would not try to stop sexual harassment if they thought it was happening to someone is if senior people were involved, or if it would be difficult owing to there being small or one-off incidents.
- Servicemen were more likely to believe that trying to stop sexual harassment was not their responsibility.
- Almost a quarter of those Service personnel who would not stop sexual harassment did not think the system would support them if they tried.
- The most highly rated measure for preventing sexual harassment is sanctions against those who sexually harass others.
- Over three quarters of Service personnel believe that a range of measures would be effective in preventing sexual harassment.
- The most effective way of dealing with sexual harassment is to have a complaints process that works.
- Nearly four out of five Service personnel believe that a range of measures would be effective in dealing with sexual harassment.
- Suggestions on what else the Army could do to prevent and manage sexual harassment include more effective support personnel, better data protection and confidentiality, more comprehensive learning and education, and stronger discipline.

EXTENT OF THE PROBLEM

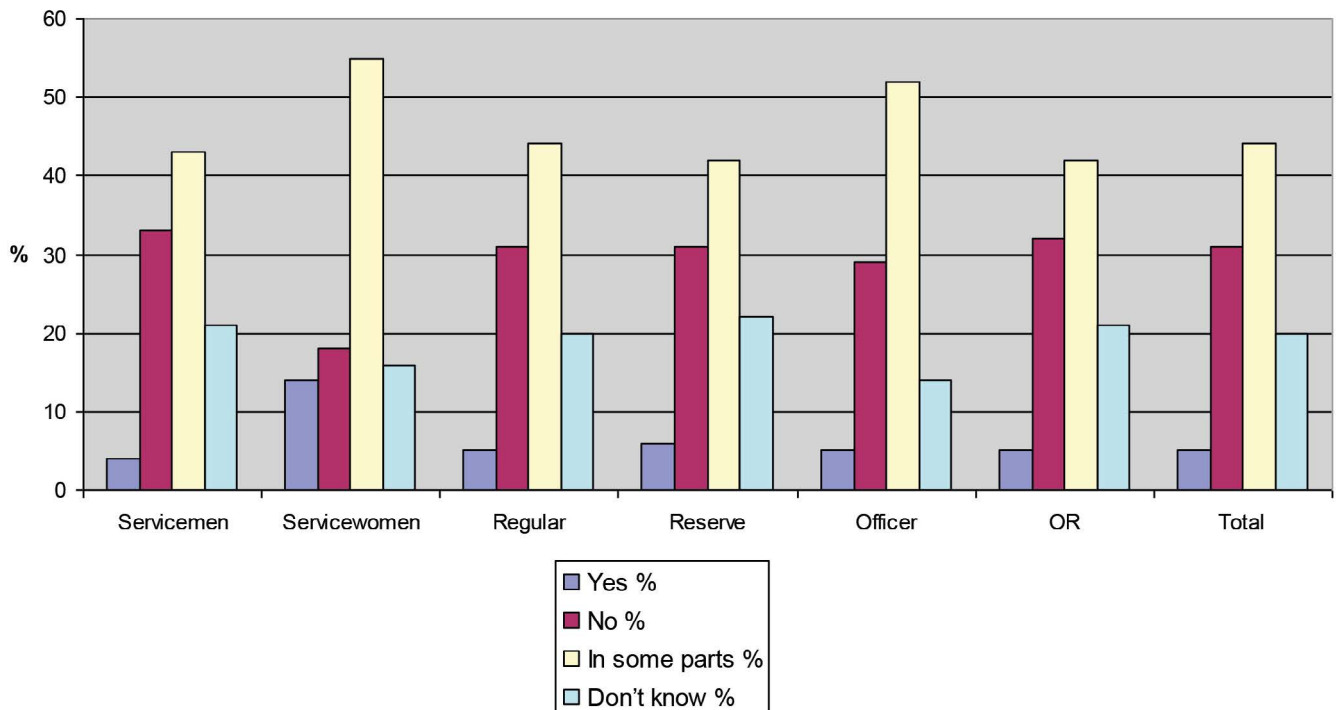
- 18.1** Almost half of Service personnel believe that sexual harassment is a problem in some parts on the Army. However, nearly a third believe that it is not a problem. One in five Service personnel stated that they did not know if sexual harassment is a problem in the Army.
- 18.2** Servicewomen are the most likely to believe that sexual harassment is a problem in the Army. This is consistent with the fact that they are most likely to experience targeted sexualised behaviours. Only 18% of Servicewomen believe that sexual harassment is not a problem.

Table 50. Percentage that believe sexual harassment is a problem in the Army (Q29)

Do you personally believe there is a problem with sexual harassment in the Army?	Yes %	No %	In some parts %	Don't know %
Servicemen	4	33	43	21
Servicewomen	14	18	55	14
Regulars	5	31	44	20
Reserves	6	31	42	22
Officers	5	29	52	14
ORs	5	32	42	21
Total	5	31	44	20

18.3 Over half of Officers and Servicewomen believe that sexual harassment is a problem in some parts of the Army. Servicewomen are the most likely to believe that sexual harassment is a problem in the Army.

Figure 10. Percentage who believe sexual harassment is a problem in the Army (Q29)



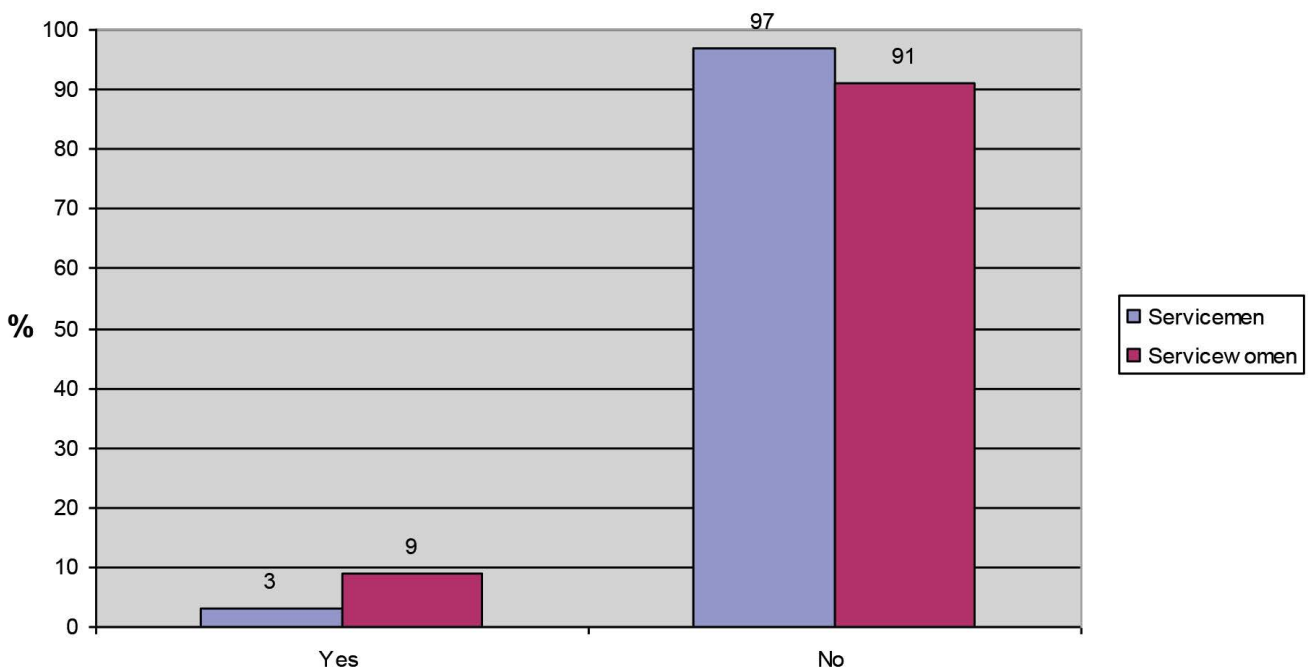
18.4 A much smaller percentage of Service personnel who believe sexual harassment is a problem in the Army believes that it is a problem in their unit/team, with the majority of Service personnel stating that it is not a problem in their unit/team.

Table 51. Percentage who think sexual harassment is a problem in their unit/team by gender (Q30)

Servicemen %		Servicewomen %	
Yes	No	Yes	No
3	97	9	91

18.5 Nearly one in ten Servicewomen said that they thought sexual harassment was a problem in their unit/team, compared with only 3% of Servicemen.

Figure 11. Percentage who think sexual harassment is a problem in their unit/team (Q30) by gender



18.6 Officers were the least likely to believe that sexual harassment is a problem in their unit/team. There were no differences between Regulars and Reserves.

Table 52. Percentage who think sexual harassment is a problem in their unit/team (Q30) by rank and type of Service

Regulars %		Reserves %	
Yes	No	Yes	No
4	96	4	96

Officers %		ORs %	
Yes	No	Yes	No
3	97	4	96

WHY SEXUAL HARASSMENT HAPPENS IN THE ARMY

18.7 Participants in the focus groups were asked if they thought sexual harassment was a problem in the Army. They were then asked why they thought it happened, and whether or not there was anything specific to the Army that might make it more likely to occur.

SOCIETAL VALUES

18.8 Many of the comments during the focus groups were related to wider societal issues to do with perceptions of sexually active females and to some extent natural sexual urges. There were several comments about men having different social rules to women, with women feeling that they are often treated differently to men. Several comparisons were made to civilian workplaces, with some Servicewomen seeing sexual harassment as no more of an issue in the Army, or the reasons for it happening any different. However, when Servicewomen were asked if there were any situations or conditions unique to the Army that made sexual harassment more likely to occur, several differences were cited.

ARMY LIFE

18.9 Being on operational tour, on exercise, or when socialising and consuming alcohol were frequently stated by Servicewomen as situations where sexual harassment was more likely. The conditions on exercise or tour can be seen as an extreme example of when Service personnel are living and working very closely together. Living conditions and the stress of the environment, plus homesickness and the long separation from spouses, may encourage sexualised behaviour. There was also a suggestion that the professional boundaries are less clear in this situation, which may suggest that Service personnel are less able to assess whether their behaviour is appropriate. However, Servicemen overall viewed operational tours and exercise as a situation where sexual harassment was less likely to occur, and the survey data supports this view.

PROXIMITY

18.10 With communal living and isolation from the wider community, the line between work and personal life can become blurred. Service personnel stated that spending a lot of time with someone can mean natural attractions develop. There were many references to socialising and alcohol being a cause, particularly at informal social events, which may change the way Service personnel feel about each other. However, there were many comments relating to the positive element of working and living so closely together, with some Service personnel describing their colleagues as 'family', which actually increased their respect for each other. There were several comments from Servicewomen that they did not want to be separated from Servicemen and just wanted to be treated equally.

ATTENTION-SEEKING

18.11 There were several references to women trying to attract male attention by behaving and presenting themselves inappropriately, and that some Servicewomen may enjoy the sexual attention that they get from men.

AGE AND RANK

18.12 There were also many references to younger women being more likely to experience sexual harassment, and frequent mentions that sexualised behaviours were less acceptable when the initiator was older and more senior in rank. The most commonly given examples involved younger Servicewomen, often new recruits, and there were many references to Phase 1 and 2 training. This suggests a strong possibility that younger, more junior ranking women are more likely to experience sexual harassment and also less likely to feel able to manage the situations themselves.

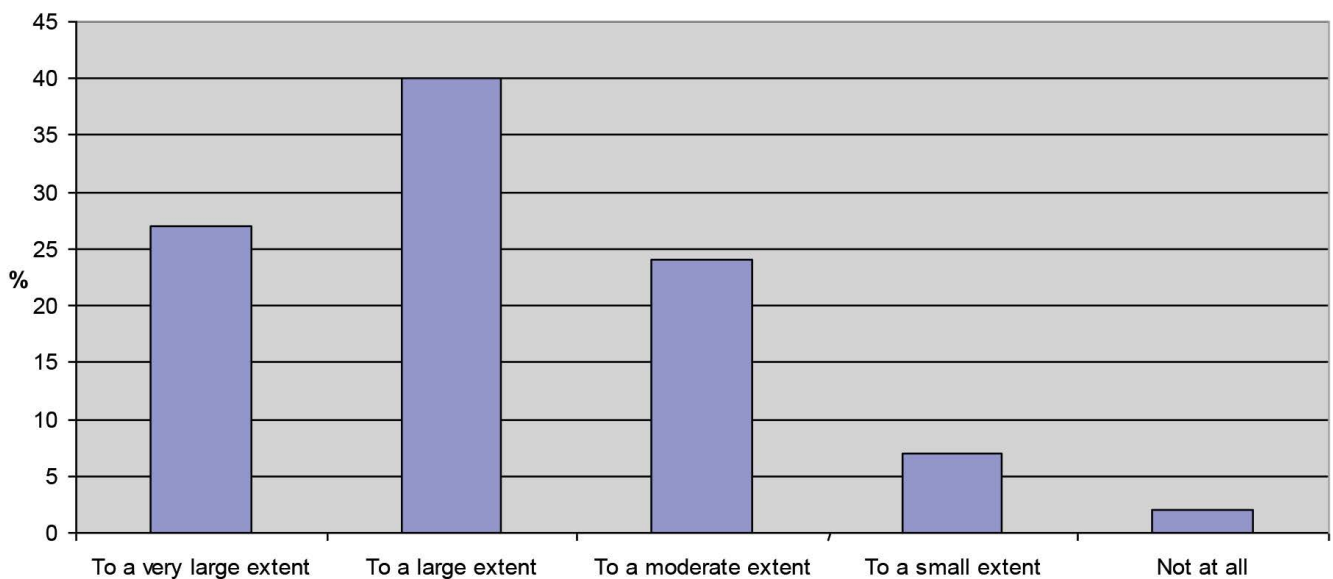
BOREDOM

18.13 Being bored or in a repetitive job was thought to be a cause of sexual harassment however, it was felt that this was not unique to the Army.

PREVENTION

18.14 The majority of Service personnel said that they think that the Army tries to prevent sexual harassment to a large/very large extent. Less than one in ten said that the Army does not try to prevent sexual harassment at all.

Figure 12. Extent to which the Army tries to prevent sexual harassment (Q31)



18.15 Servicewomen were less likely than Servicemen to believe that the Army tries to prevent sexual harassment to a large/very large extent, and this figure has decreased by 3% since 2009.

Table 53. Extent to which Service personnel feel the Army tries to prevent sexual harassment (Q31) by year

To a large/very large extent	2014 %	2009 %
Servicemen	69	69
Servicewomen	49	52
Overall	67	-

18.16 Evidence from the focus groups showed that there was large variance in the degree of knowledge of Army initiatives to prevent and manage sexual harassment, and similarly a mixed degree of confidence in their effectiveness.

PENALTIES

18.17 For Servicewomen there was a significant lack of knowledge around the penalties for those who commit sexual harassment and for leaders who do not prevent or manage it. Some stated that in most cases they believed the 'perpetrator' would just be moved to another unit, and only in extreme cases would they be discharged from the Army.

18.18 The most common theme for Servicemen was discipline as a way of preventing and managing sexual harassment. The overall feeling was positive, and that complaints were dealt with effectively. There was also a feeling that women were treated differently (often more favourably) from men during disciplinary action and that women reporting sexual harassment were taken 'more seriously' than men.

ZERO-TOLERANCE POLICY

18.19 Most Servicewomen had heard of this, but did not feel that it was upheld in practice. They were generally unsure of what it actually meant, with only a few understanding its purpose. Servicewomen also believe that it can sometimes be hard to know where to draw the line between what is acceptable and what is not and therefore put the policy into practice. It was felt that there needed to be a balance between advice and the enforcement of policy to enable people to come forward and talk about sexual harassment.

TRAINING

18.20 Again, there was a varied level of understanding of the training available, with most individuals referring to Equality and Diversity training, rather than specific sexual harassment training. A recurring theme was that of Servicewomen feeling that training was a good idea, but that it was not taken seriously, or that the training that was available was not used as much as it could be.

18.21 Some Servicewomen considered that awareness of sexual harassment should begin during Phase 1 and 2 training, and that may help awareness carry through into the rest of personnel's Army careers. There were also a couple of positive references to the Respect for Others training and the fact that it was practical and run externally being beneficial.

SUPPORT PERSONNEL

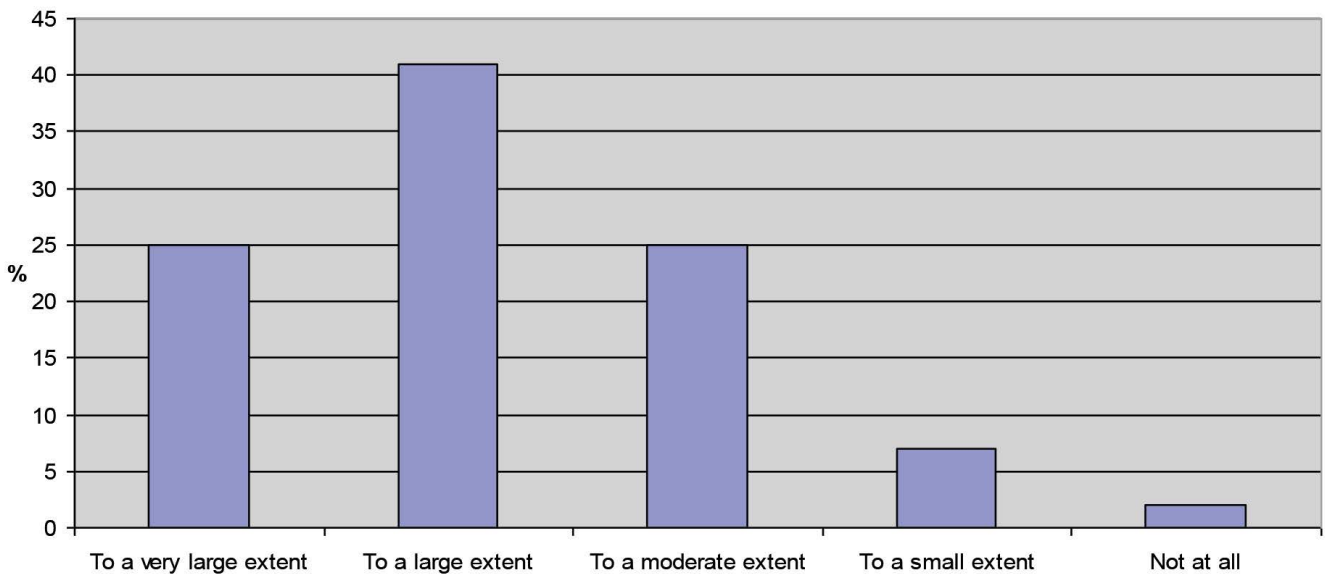
18.22 Servicewomen named Equality and Diversity Advisors, Welfare Officers, Regimental Sergeant Majors (RSMs) and Service personnel outside of the Chain of Command as individuals who could provide support in cases of sexual harassment. There was a mixed reaction to the effectiveness of these roles and some felt that often the wrong person was in the job.

18.23 There were also several comments about the Bullying, Harassment and Discrimination helpline, however most stated that they would prefer to try to deal with the issue themselves rather than call the helpline. Some were not aware of the helpline.

SUPPORT

18.24 The majority of Service personnel said that they think that the Army supports those who have experienced sexual harassment, with the largest percentage stating that the Army does this to a large extent.

Figure 13. Extent that the Army supports those who are being or have been sexually harassed (Q32)



IS THE ARMY DOING ENOUGH?

18.25 Service personnel were asked during the focus groups if they felt that the current initiatives were enough to prevent and manage sexual harassment.

Yes

18.26 The majority of Servicewomen felt that the Army was doing as much as it could to prevent sexual harassment. Some felt that there was enough support in place, more so than in some civilian organisations, and that it was down to the individual to ask for that support. There was a feeling that new Army training and a shift in society has made it easier for people to speak out, but that it does depend on the individual. There were several comments from those who did not believe sexual harassment was a problem and considered that the Army is over-doing its efforts. Some Servicemen argued that with the high ratio of men to women, sexual harassment was to be expected. Nobody in the male focus groups believed that the Army was not doing enough.

No

18.27 There was only one comment stating that the Army did not do anything to prevent sexual harassment.

IT DEPENDS

18.28 A main theme throughout the discussions was an inconsistency between what the Army promises to do and what actually happens. There was a certain recognition that the Army's culture is changing and becoming more diverse however, there were also many comments around attitudes towards women and that this was not improving. Some felt that the Army had enough initiatives in place, but that without people following this through on the ground they were ineffective in preventing and managing sexual harassment. Another emerging theme was that it would depend on how gender-mixed units were and potentially how each individual views the issue.

TAKING PERSONAL RESPONSIBILITY

18.29 The survey findings show that on average, four out of five Service personnel would personally try to stop sexual harassment if they thought it was happening to someone. Servicewomen were less likely than Servicemen to say that they would try to stop sexual harassment, and were the most likely to say that 'it would depend'.

18.30 Only 2% of Service personnel said that they would not personally try to stop sexual harassment if they thought it was happening to someone.

Table 54. Percentage of Service personnel that would personally try to stop sexual harassment if they thought it was happening to someone (Q33a)

Would you personally try and stop sexual harassment?	Yes %	No %	Depends %
Servicemen	90	2	9
Servicewomen	87	1	11
Regulars	89	2	9
Reserves	91	1	8
Officers	97	0	3
ORs	88	2	10
Total	89	2	9

18.31 The main reasons why Service personnel would not try to stop sexual harassment if they thought it was happening to someone is if senior people were involved, or if it would be difficult owing to there being small or one-off incidents.

18.32 Servicemen were significantly less likely than Servicewomen to believe that trying to stop sexual harassment was their responsibility, believing that it was none of their business, the people being harassed should sort it out for themselves, and that they would not want the hassle.

18.33 One in five Service personnel believes that the system would not support them if they tried to stop sexual harassment.

18.34 Service women were significantly more likely than Servicemen not to intervene because they would not want to stand out.

Table 55. Reasons why Servicemen and Servicewomen would not stop sexual harassment if they thought it was happening (Q33b)

Why wouldn't you try and stop sexual harassment?	Servicemen %	Servicewomen %
None of my business	<u>17</u>	<u>9</u>
People senior to me might be involved	31	33
The person being harassed should sort it out themselves	<u>10</u>	<u>6</u>
I wouldn't want the hassle	<u>9</u>	<u>4</u>
I wouldn't want to stand out	<u>5</u>	<u>8</u>
I don't believe the system would support me	<u>23</u>	<u>17</u>
It's difficult if there are small or one-off incidents	32	34
Other	<u>12</u>	<u>30</u>

NB. Data is for those who answered 'no' to Q33a only

18.35 Officers were mostly likely to say that they would not stop sexual harassment if they thought it was happening for other reasons not listed. Based on the free text comments that people gave in response to this question, the reasons were likely to be because they would report it through the Chain of Command rather than intervene personally. However, many wrote in the free text box that they would try to stop it, which suggests that the high percentage of 'Other' responses may in some cases actually represent a 'not applicable' response.

Table 56. Reasons why Officers and ORs wouldn't stop sexual harassment if they thought it was happening (Q33b)

Why wouldn't you try and stop sexual harassment?	Officers %	ORs %
None of my business	<u>9</u>	<u>16</u>
People senior to me might be involved	<u>23</u>	<u>32</u>
The person being harassed should sort it out themselves	<u>5</u>	<u>10</u>
I wouldn't want the hassle	<u>3</u>	<u>9</u>
I wouldn't want to stand out	5	6
I don't believe the system would support me	<u>9</u>	<u>23</u>
It's difficult if there are small or one-off incidents	32	32
Other	<u>46</u>	<u>13</u>

NB. Data is for those who answered 'no' to Q33a only

18.36 ORs were significantly more likely than Officers to think it was none of their business, and to believe that the person being harassed should sort it out themselves

18.37 Reserves were significantly more likely than Regulars to say that they would not stop sexual harassment because people more senior to them might be involved. They were also more likely to believe that the system would not support them, and to not want to stand out.

18.38 Regulars were significantly more likely than Reserves not to stop sexual harassment if they thought it was happening because of the belief that it is none of their business.

Table 57. Reasons why Regulars and Reserves wouldn't stop sexual harassment if they thought it was happening (Q33b)

Why wouldn't you try and stop sexual harassment?	Regulars %	Reserves %
None of my business	<u>18</u>	<u>7</u>
People senior to me might be involved	<u>29</u>	<u>44</u>
The person being harassed should sort it out themselves	10	10
I wouldn't want the hassle	9	8
I wouldn't want to stand out	<u>4</u>	<u>12</u>
I don't believe the system would support me	<u>21</u>	<u>28</u>
It's difficult if there are small or one-off incidents	<u>30</u>	<u>44</u>
Other	<u>13</u>	<u>22</u>

NB. Data is for those who answered 'no' to Q33a only

INTERVENTIONS

18.39 The majority of Service personnel consider all of the measures to prevent sexual harassment in Table 58 to be effective. The measure that is perceived to be most effective by Service personnel is sanctions against those who sexually harass others.

Table 58. Effectiveness of measures to prevent sexual harassment (Q34)

Measure	Not effective %	Neutral %	Effective %
Operating a zero tolerance policy	12	15	74
Awareness training for all personnel	11	15	75
Training for line managers	8	16	77
Sanctions being taken against those who sexually harass others	5	10	86
Sanctions against managers/leaders who allow sexual harassment to continue	8	16	76
Other	8	29	64

18.40 Service personnel stated that the most effective way to deal with sexual harassment is to have a complaints procedure that works, with nearly nine out of ten stating that they thought this would be effective.

Table 59. Effectiveness of measures to deal with sexual harassment (Q35)

Measure	Not effective %	Neutral %	Effective %
Having good information about where to go to for help	4	10	87
Training for line managers about dealing with sexual harassment	5	12	83
Having people who could help sort out a sexual harassment problem without me having to make a formal complaint	5	16	79
Having a complaints procedure that works	3	10	88

WHAT ELSE COULD THE ARMY DO?

18.41 This question from the focus groups aimed to explore what types of initiatives and forms of support might be useful in preventing and managing sexual harassment. Despite the majority of Service personnel stating during the focus groups that overall they felt that the Army was doing enough, this question generated the most discussion and several strong themes emerged.

SUPPORT PERSONNEL

18.42 There was a distinct lack of confidence in the ability of personnel such as Equality and Diversity Advisors and Unit Welfare Officers to provide support to individuals who were experiencing sexual harassment. Factors such as the person being of a more senior rank and often male were given as reasons why Servicewomen

would not approach these individuals. More effective selection into these roles and longer post duration to enhance the development of knowledge and skills were suggested.

18.43 There was also some issues around the visibility of these individuals, with some Service personnel stating that they did not know who their Unit Welfare Officer was, or where to find them. They also did not know how they could support Service personnel, or view them as approachable. It was suggested that this role could be civilian, someone who was older but not higher in rank, or someone from a different unit.

18.44 Servicewomen frequently stated that they felt it was important to have someone who was supportive. This was often described as someone they could talk to, or who would 'stick up for you'.

CONFIDENTIALITY

18.45 The issue of trust and confidentiality was also raised many times, with some Unit Welfare Officers frequently described as 'gossips'. A recurring theme was that it did not matter so much who the support person was, but whether they were trustworthy or not. Lack of trust, privacy and confidentiality is likely to discourage Service personnel from reporting issues. There were also several comments about the issue of treating information confidentiality, particularly personal details such as mobile phone numbers.

DISCIPLINE

18.46 Some felt that the only way to change behaviour was through discipline and that there needs to be justice for unacceptable behaviour. There were arguments for more severe discipline for perpetrators and leaders that do not appropriately manage sexual harassment. There was also a divide between people expressing a lack of confidence in the disciplinary system and from those who felt the Army is too strict. This suggests that there could be more transparency in the disciplinary process.

18.47 There was a strong sense that the 'punishment' for sexual harassment should be appropriate to the offence, and that men and women should be dealt with in the same way. A small number of Servicemen felt that the Army required better leadership, and stronger handling of sexual harassment complaints.

EDUCATION

18.48 The third most commonly occurring theme was that of awareness and education. Most considered that there needed to be more awareness of sexual harassment, and more training earlier on in Service personnel's career. There was also a need for more awareness of what types of behaviours constitute sexual harassment so Service personnel are better able to know what is not acceptable, and have a better appreciation of the issue. It was felt that individuals needed to be more aware of how they interact with their colleagues and that the Army could improve on its communications and guidelines on what is not acceptable behaviour.

18.49 Other suggestions for improving training were the use of case studies, more team training, and making the training mandatory. Some suggested that women should be given training on how to respect themselves, which may help to prevent them from getting into an unwanted situation.

LEADERSHIP

18.50 There were strong opposing views towards the Army's leaders and how effective they are at preventing and managing sexual harassment. Those who felt positive towards the Chain of Command commented on feeling confident approaching them and that something would be done if they raised an issue.

18.51 Others felt that the Chain of Command were mostly unapproachable, even if they were women, and that the Chain of Command would benefit from more understanding on how to manage the situation.

INFORMATION

18.52 Several Service personnel commented on increasing the availability of the information on sexual harassment and how to manage it. Some suggested that more information should be given about key support personnel on joining a unit so that Service personnel know where to go for support. There were also suggestions that initiatives such as the Bullying, Harassment and Discrimination helpline, and the role of the Equality and Diversity Advisor, should be better advertised. Several individuals suggested the idea of an open forum where issues could be discussed, or a comment box where Service personnel could raise issues anonymously.

CONSISTENCY

18.53 There were several comments about differences in how different units approached situations and that unless there was a unified, consistent approach, Service personnel may find it difficult to understand what is expected of them. Differences in how men and women are treated within the workplace were also highlighted, emphasising the need for the Army to adopt a consistent approach. Several comments related to men being treated more favourably than women.

CULTURE

18.54 A recurring theme was that of the Army needing to create more of an environment that encourages openness and that does not stigmatise people for speaking up about sexual harassment. It was felt that helping people to be more aware of inappropriate behaviour may help to change the culture, but that it was important for the Army to be flexible and adaptable in its approach.

GENDER SEGREGATION

18.55 Some Service personnel felt that reducing the situations where men and women have to interact may help to limit the risk of sexual harassment. However, this was counteracted by the opinion of other Service personnel that separating men and women would result in gender discrimination, and that everyone should be treated equally.

CONCLUSIONS

19. KEY FINDINGS

COMMON EXPERIENCES

19.1 Sexualised behaviours are a common experience for many Service personnel. Although the number of those who find these behaviours offensive is much lower than those who experience it, there is still a significant number who find these behaviours upsetting, and this number has increased since 2009. The most common cause of an upsetting experience was unwelcome comments about appearance, body or sexual activities which is also the most commonly displayed behaviour by Service personnel.

GENDER AND RANK DIFFERENCES

19.2 There are clear rank and gender differences in the experience of sexualised behaviours in the Army. Junior ranking female personnel are most likely to experience sexualised behaviours. Young, junior Service personnel may lack the confidence and knowledge to effectively handle sexualised behaviours, and to manage a situation to prevent it from escalating. The respect and confidence that comes with rank is likely to be a factor in this. The younger, junior Service personnel may also fail to challenge these behaviours because they want to 'fit in'.

SEXUAL HARASSMENT

19.3 As expected, there were different opinions of what constitutes sexual harassment, which depends on the people involved and the context. This fact however, can make the issue of defining unacceptable behaviours quite difficult for both organisations and individuals. Some behaviour such as unwelcome attempts to establish a sexual relationship despite discouragement, being made to feel that they would be treated better in return for having a sexual relationship and sexual assault are obviously inappropriate and unacceptable to most people. However, the less severe behaviours such as comments and jokes are less easy to categorise. The focus group evidence suggests that banter is commonplace within the Army, and it may be particularly difficult for Service personnel to distinguish between banter and something that is offensive.

19.4 Although the policy within the Army is clear on what behaviours are acceptable, this is clearly not resonating with some Service personnel. There is a possibility that some individuals simply do not understand that they are doing something wrong, or are unable to recognise unacceptable behaviour in others because of lack of knowledge and understanding themselves.

THE EXTENT OF THE ISSUE

19.5 Service personnel were almost equally divided in their opinion on whether sexual harassment is a problem in the Army. Servicewomen were more likely to say yes than Servicemen however, there were still different opinions within genders. Servicewomen were likely to view the culture of the Army as facilitating sexual harassment however they also believed that it mostly only happens in certain areas (cap badges/units). The findings also suggest that younger, more junior ranking Service personnel are more susceptible to sexual harassment, and there are clear rank and gender differences.

19.6 Although a large number of Service personnel felt that sexual harassment was more related to wider societal values, Servicewomen identified several situations specific to the Army that increased the risk of sexual harassment; these were situations where Service personnel were in close proximity to each other such as when socialising together.

PREVENTION AND MANAGEMENT

- 19.7** There were different degrees of awareness of the current initiatives that the Army has in place to prevent and manage sexual harassment. Servicewomen were generally more negative about how effective these measures are, with Servicemen having significantly more confidence in the disciplinary system and the Chain of Command. Only a small minority of those who had an upsetting experience in the last 12 months made a formal written complaint through the chain of command. Some felt that they could handle the situation without needing to make a complaint however, many were worried about the repercussions of making a complaint or were persuaded not to by someone else. This may suggest a lack of confidence in the way that the Army handles the complaints process, and in the provision of support to complainants both during and after the process. However, there is clear evidence that line managers are capable of managing sexual harassment at unit level, which may make a formal complaint unnecessary.
- 19.8** The majority of both Servicemen and Servicewomen believe that the Army has enough in place to prevent and manage sexual harassment, but that these policies were falling short on execution. Servicewomen were generally less positive about how the Army prevents and manages sexual harassment and they lacked confidence in support staff such as Equality and Diversity Advisors and Unit Welfare Officers. The lack of confidentiality also appears to be a barrier to Service personnel reporting problems. Both Servicemen and Servicewomen considered that more awareness of sexual harassment was needed through the provision of information, education/training, and stronger leadership.

IMPACT

- 19.9** Whilst only a minority stated that they had an upsetting experience in the last 12 months this was likely to have a significant impact on that individual, the effects of which will reach to the team/unit and the wider organisation. The impact of targeted sexualised behaviours on the individual is likely to be both psychological and physical, with a significant number stating that they experienced health issues and disengaged from their work. For a significant percentage, the upsetting experience occurred for a prolonged period of time, so the impact it has is not short-term. The adverse effects of the experience may continue long after the incident has been resolved.
- 19.10** It is important to note that whilst the number of Service personnel experiencing sexual harassment is low, the impact of even a few people having an upsetting experience is likely to be significant for both the individual and the Army. Sexual harassment can have a devastating effect on those who experience it. In an environment such as the Army where Service personnel are working and living closely together and sometimes relying on each other in life and death situations, it is vital that there is trust and respect. Sexual harassment is likely to break that trust and respect between colleagues, severely impacting on the operational effectiveness of the Army.
- 19.11** The damage that sexual harassment can cause to an organisations' reputation is also not to be underestimated. Poor reputation will impact on every area of the Army, from procurement, recruitment and talent management to negotiating power, international presence and cooperation, and national security goals.

20. AREAS FOR CONSIDERATION

SUPPORT ROLES

- 20.1** There was a distinct lack of confidence in key support staff such as Equality and Diversity Advisors and Unit Welfare Officers. Lack of confidentiality was frequently raised as an issue. It is recommended that the Army carefully consider the selection of personnel into these roles, and conducts a thorough job analysis to

determine what the necessary knowledge, skills and experience are for these roles. It is also recommended that the Army introduce a formal recruitment process to ensure that the person in the role is competent; a process may need to be put in place to ensure that this is implemented at unit level.

- 20.2 To encourage Service personnel to report issues the Army should consider providing external support or making support roles either a civilian post or within a different unit

COMMUNICATION

- 20.3 It is recommended that the Army develop a more comprehensive communication strategy for raising awareness at unit level of key roles such as Equality and Diversity Advisors to increase the visibility of these personnel within units. This could be done when Service personnel first arrive at their unit, or through posters, cards, and emails.
- 20.4 The Army should consider how to introduce more transparency into the formal complaints process. This may help to increase awareness at unit level of the consequences for those who commit sexual harassment and for managers who do not apply the appropriate discipline at unit level. This will not only potentially deter some individuals from behaving inappropriately, but also increase confidence in the disciplinary system to encourage those who lack the confidence to speak up to do so.

LEADERSHIP

- 20.5 Through training, the Army should consider how to encourage leaders to lead by example through enforcement of the Army's rules and regulations. The Army's policies are comprehensive, but some leaders may lack the knowledge and skills on how to carry these out on the ground. It is recommended that the Army consider further training for those in a leadership position on how to handle sexual harassment within their units and how to manage complaints, focusing on how policy translates into real actions. It is particularly important that line managers/leaders are able to appropriately deal with the repercussion and fall out from someone making a complaint against a colleague, and have the skills, knowledge and resources to do this in a way that minimises the impact on the individual, team, and operational capability.

INFORMATION MANAGEMENT

- 20.6 It is recommended that the Army consider conducting a review of how personal data, such as mobile phone numbers, is managed and protected at unit level to reduce the risk of violation of privacy and the Data Protection Act. This is particularly relevant given the increasing use of technology in sexual harassment and cyberharassment.
- 20.7 The Army should consider further training at unit level to ensure complaints are treated confidentially, and review the way in which breaches of confidentiality are dealt with. Confidentiality needs to be taken more seriously, and individuals who are in a support role must take responsibility and understand their legal and ethical obligations.

EARLY INTERVENTION

- 20.8 This research suggests that younger, more junior ranking Service personnel are more likely to experience sexual harassment. It is recommended that the Army considers how interventions can be introduced from the day Service personnel join, and followed throughout their career. The Army should also consider how to develop specific interventions that are targeted at a particular group of individuals, rather than generic training for all Service personnel.

TRAINING AND EDUCATION

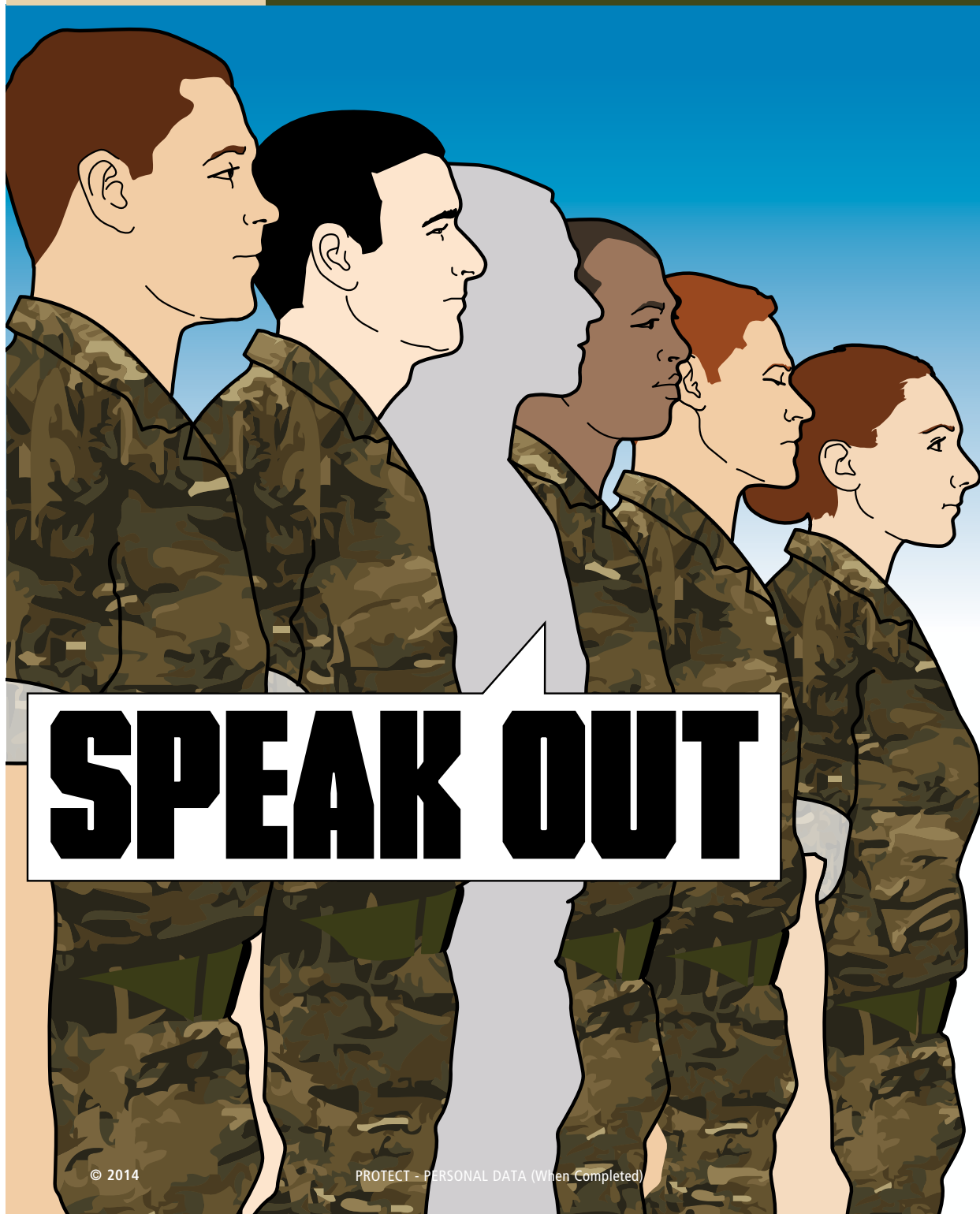
- 20.9** There are several situations in Army life that may facilitate sexual harassment. Because it is not possible to always control these environments, the Army should consider individual training that is focused on enabling an individual to manage unwanted behaviours and situations themselves. Giving individuals the necessary skills, knowledge and confidence to try and manage a situation when it occurs may prevent the situation from escalating, reducing the impact it will have on the individuals involved, the team and the Army.
- 20.10** The Army should consider how to define inappropriate sexual behaviour displayed by both Servicemen and Servicewomen whilst at work, and how to prevent and manage this. This should be communicated widely, with the consequences of non-compliance made transparent. This needs to be done in a way that is meaningful to Service personnel, and it is recommended that the Army carefully considers how to make training contextualised interactive, and personal.
- 20.11** Personal and individual awareness of what types of behaviours may cause offence (outside of those that are clearly illegal) may help individuals to understand that they need to be aware of the context and the people around them when engaging in sexualised behaviours. Increased self-awareness may help individuals to better gauge how they come across to others, and understand how their behaviour may impact on the people around them. More needs to be done to emphasise that every single Service person is responsible for their own behaviour and although most are able to determine what is and what is not appropriate behaviour, allowing sexualised behaviour that causes distress to others to continue is not acceptable. Unless individuals' understand that they need to take personal responsibility and feel empowered to do so, the culture of the Army is unlikely to change.

ANNEX A



PROTECT - PERSONAL DATA (When Completed)

Sexual Harassment Your Views



SPEAK OUT

PROTECT - PERSONAL DATA (When Completed)

Introduction to Questionnaire

All Servicewomen and a random selection of Servicemen in the Army are being asked to complete this important questionnaire, which has been approved by the Ministry of Defence Research Ethics Committee. By completing and returning the questionnaire you are agreeing to take part in the study; however, you are under no obligation to fill it out. The survey should take 10-20 minutes to complete.

Your name does not appear on the questionnaire or the return envelope so no-one will know who you are; therefore, please do not put your name, or anything else that will identify you, on the questionnaire or envelope. Please do not include any personal information about others in your responses. Your individual response will be treated in the strictest confidence and no person from your Chain of Command will ever see it. Completed questionnaires will be kept securely and will be destroyed at the end of the research period.

If you have any questions about this study please contact Hannah Walker by telephone on 01264 381697 or by email at ArmyPersCap-Survey@mod.uk. The risks associated with you taking part in this study are no greater than you would encounter in your daily work. However, if you find that taking part raises feelings that are upsetting or distressing in any way, you might want to discuss them with your Unit Medical Officer, Welfare Officer, Equality and Diversity Advisor or call the confidential Bullying, Harassment and Discrimination (BH&D) helpline.

Confidential Bullying, Harassment & Discrimination Helpline:

Military: 943917922

Civilian: 01264 381922

**Thank you for taking the time to complete this survey.
Using BLACK ink, please indicate your answers with a tick.
All your responses will be treated in the strictest confidence.**

PROTECT - PERSONAL DATA (When Completed)

PROTECT - PERSONAL DATA (When Completed)

Background Information

This section contains some background questions about you. This information is very important because it helps us to understand the data. Again, please be assured that your responses to this section and elsewhere in the questionnaire will be treated in the strictest confidence. You CANNOT be identified or linked to your responses in any way.

1: Are you?

Male 1 Female 2

2: What is your rank?

Major or above 1 Captain or below 2 Warrant Officer 3
 SNCO 4 JNCO 5 Other Rank 6

3: Are you?

Regular 1 Reserve 2 Other e.g. FTRS 3

If other, please specify

4: What is your age?

Please write in Years

5: What is your length of service?

Please write in Years

SECTION 1 - Working Environment and Behaviours

This section is about what it is like where you work. Your views are important no matter what your own personal experience has been.

6: How often over the past 12 months have you been in situations where male or female UK military personnel and/or civil servants, around you have: *Please tick one box per question*

	Never	Sometimes	A lot
(a) Told sexual jokes and stories	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
If you answered sometimes or a lot, did you find this offensive?	Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2	Sometimes <input type="checkbox"/> 3
b) Used sexually explicit language, e.g. sexual swear words and suggestive language	Never <input type="checkbox"/> 1	Sometimes <input type="checkbox"/> 2	A lot <input type="checkbox"/> 3
If you answered sometimes or a lot, did you find this offensive?	Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2	Sometimes <input type="checkbox"/> 3
c) Displayed, used or distributed sexually explicit materials e.g. pornographic photos, calendars or other objects of a sexual nature	Never <input type="checkbox"/> 1	Sometimes <input type="checkbox"/> 2	A lot <input type="checkbox"/> 3
If you answered sometimes or a lot, did you find this offensive?	Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2	Sometimes <input type="checkbox"/> 3

PROTECT - PERSONAL DATA (When Completed)

PROTECT - PERSONAL DATA (When Completed)

	Never	Sometimes	A lot
d) Made gestures or used body language of a sexual nature	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
	Yes	No	Sometimes
If you answered sometimes or a lot, did you find this offensive?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

7: Where you have indicated that you found any of the above offensive, were those responsible mainly? *Please tick one box only:*

Men 1 Women 2 Both 3

The following question is about behaviour and talk of a sexual nature that might have been directed at you personally in the past 12 months.

8: How often over the past 12 months have you been in situations where male or female UK military personnel and/or civil servants around you have: *Please tick one box per question*

	Never	Sometimes	A lot
a) Made unwelcome comments (e.g. about your appearance, body or sexual activities)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
b) Made unwelcome attempts to talk to you about sexual matters (e.g. used sexually explicit language, asked you about your own sex life, told sexual jokes and stories to you despite discouragement)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
c) Sent you sexually explicit material (e.g. pornographic photos or other objects of a sexual nature)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
d) Made unwelcome gestures or used body language of a sexual nature that were directed at you	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
e) Made unwelcome attempts to touch you	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
f) Made unwelcome attempts to establish a sexual relationship despite your discouragement	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
g) Said or made you feel you would be treated better in return for having a sexual relationship with them (e.g. better job, good report, etc)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
h) Said or made you feel you would be treated worse if you did not have a sexual relationship with them (e.g. no promotion, a bad report, etc)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
i) Made a sexual assault on you (Please specify below)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Please specify below

PROTECT - PERSONAL DATA (When Completed)

9: Were those responsible for the behaviours listed above in Q8 (a-i) mainly: *Please tick one box only*

Men 1 Women 2 Both 3

10: Regardless of whether you have experienced them, do you think any of Q8 (a-i) count as sexual harassment? *Please tick all that apply*

a 1 b 2 c 3 d 4
 e 5 f 6 g 7 h 8 i 9

11: If any of the behaviours in Q8 were directed at you, where did they mainly happen? *Please tick one box only*

- a) In the workplace at my military home base or training unit 1
 b) In a communal area (e.g. mess, barrack block, NAAFI, etc) at my military home base or training unit 2
 c) In my workplace when I was deployed / overseas 3
 d) In a communal area (e.g. mess, barrack block, NAAFI, etc) when I was deployed / overseas 4
 e) At a civilian location when I was on duty 5
 f) At a civilian location when I was off duty 6
 g) Not applicable 7

12: In the past 12 months have you had an experience involving any of the behaviours in Q8 which made you feel particularly upset? *Please tick one box only*

Yes 1 *Now go to Q13* No 2 *Now go to Q29*

SECTION 2 - Your experience in the last 12 months

13: Thinking about this experience which particularly upset you please tick all the behaviours that were involved: *Please tick all that apply*

- a) Made unwelcome comments about your appearance, body or sexual activities 1
 b) Made unwelcome attempts to talk to you about sexual matters 2
 c) Sent you sexually explicit material 3
 d) Made unwelcome gestures or used body language of a sexual nature that were directed at you 4
 e) Made unwelcome attempts to touch you 5
 f) Made unwelcome attempts to establish a sexual relationship despite your discouragement 6
 g) Said or made you feel you would be treated better in return for having a sexual relationship with them (e.g. better job, good report, etc.) 7
 h) Said or made you feel you would be treated worse if you did not have a sexual relationship with them 8
 i) Made a sexual assault on you 9

PROTECT - PERSONAL DATA (When Completed)

14a: Which of the following people were responsible for these behaviours? Please tick all that apply

- Major or above 1 Captain or below 2 Warrant Officer 3
 SNCO 4 JNCO 5 Other Rank 6 Civil Servant 7

14b: Which word(s) best describes the person(s) responsible for these behaviours? Please tick all that apply

- a) Work colleague 1 c) Other person senior to you 3 e) Someone junior to you 5
 b) Line manager 2 d) Instructor / trainer 4 f) Other person at your unit 6

14c: Please indicate how many males and females were involved (even if only one). Please write the number in the box

- Male 1 Female 2

15: How long did the experience / situation go on for? Please tick one box only

- a) A one-off incident 1 c) A month 3 e) 4-6 months 5
 b) A week 2 d) 2-3 months 4 f) Over 6 months 6

16: Where did this experience mainly occur? Please tick one box only

- a) In the workplace at my military home base or training unit 1
 b) In a communal area (e.g. mess, barrack block, NAAFI, etc) at my military home base or training unit 2
 c) In my workplace when I was deployed / overseas 3
 d) In a communal area (e.g. mess, barrack block, NAAFI, etc) when I was deployed / overseas 4
 e) At a civilian location when I was on duty 5
 f) At a civilian location when I was off duty 6
 g) Other 7 (Please specify below)

If you ticked Other, please give details

PROTECT - PERSONAL DATA (When Completed)

17: To what extent did you feel the following as a result of this experience? Please tick one box per question

	Not at all	To a small extent	To a moderate extent	To a large extent	To a very large extent
a) I no longer enjoyed my work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b) I felt uncomfortable at work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c) My work environment became unpleasant	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d) I didn't do my job as well as before	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e) My motivation was lower	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f) I was embarrassed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g) I felt humiliated	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
h) I lost respect for the people involved	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
i) I felt excluded from my team	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
j) I experienced depression and/or anxiety	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
k) I thought about leaving the Army	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
l) I had health problems	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
m) I received a lower than expected performance evaluation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

18: In your opinion, what do you think the reason was behind this experience?

Please specify

PROTECT - PERSONAL DATA (When Completed)

19a: Did you do any of the following in order to stop the behaviours? *Please tick all that apply*

- a) I ignored the behaviour 1
- b) I avoided the person if I could 2
- c) I asked the person to stop 3
- d) I wrote to the person asking them to stop 4
- e) I asked to be moved somewhere else 5
- f) Someone in the command/line management chain took action or said something on my behalf 6
- g) A colleague took action or said something on my behalf 7
- h) I reported it to the Royal military Police (RMP) 8
- i) I used mediation 9
- j) None of these 10

19b: Did any of these actions resolve the situation? *Please tick one box only*

- Yes 1 No 2 Still being resolved 3

19c: If YES, please tick which of the actions in Q19a stopped the behaviours: *Please tick all that apply*

- a 1 b 2 c 3 d 4
- e 5 f 6 g 7 h 8

20: Did you tell anyone at work what was happening? *Please tick one box only*

- Yes 1 *Now go to Q21* No 2 *Now go to Q23*

21: Who did you tell? *Please tick all that apply*

- a) Padre/Chaplain 1
- b) Service Helpline or Support Line 2
- c) Welfare People 3
- d) Colleague 4
- e) Unit Equality and Diversity Advisor 5
- f) Line manager 6
- g) Other superior officer 7

22a: Did any of these people help resolve the situation? *Please tick one box only*

- Yes 1 No 2 Partly 3

PROTECT - PERSONAL DATA (When Completed)

PROTECT - PERSONAL DATA (When Completed)

22b: If you ticked YES or PARTLY in Q22a please tick who in Q21 helped to resolve the situation.

Please tick all that apply

- a 1 b 2 c 3 d 4
 e 5 f 6 g 7

23: If you didn't tell anyone in the workplace what was happening, please tell us why? Please tick all that apply

- a) I thought I could handle the situation myself 1
 b) I didn't think it was that important 2
 c) I didn't think I would be believed 3
 d) I didn't think anything would be done about it 4
 e) I did not want to hurt / upset the person who harassed me 5
 f) I was worried that everyone would find out 6
 g) I thought I would be labelled a troublemaker 7
 h) I thought it might affect my job or career (e.g. my promotion chances would suffer) 8
 i) I thought it would make my work situation unpleasant 9
 j) The person responsible was my line manager or another superior officer 10
 k) I thought I would lose the trust and respect of my colleagues 11

24: Did you at any time make a formal written complaint (to your Commanding Officer)? Please tick one box only

- Yes 1 *Now go to Q26* No 2 *Now go to Q25*

25: Why didn't you make a formal written complaint? Please tick all that apply

- a) The situation was resolved informally 1
 b) I thought I could handle the situation myself 2
 c) I didn't think it was that important 3
 d) I didn't think I would be believed 4
 e) I didn't think anything would be done about it 5
 f) I did not want to hurt/upset the person who harassed me 6
 g) I was worried that everyone would find out 7
 h) I didn't want to be labelled a troublemaker 8
 i) I thought it might affect my job or career (e.g. my promotion chances would suffer) 9

PROTECT - PERSONAL DATA (When Completed)

PROTECT - PERSONAL DATA (When Completed)

j) The person responsible was my line manager or another superior officer	<input type="checkbox"/>	10
k) I was persuaded not to make a formal complaint by a colleague	<input type="checkbox"/>	11
l) I was persuaded not to make a formal complaint by a superior	<input type="checkbox"/>	12
m) I did not know how to make a complaint	<input type="checkbox"/>	13
n) I thought it would take too much time and effort	<input type="checkbox"/>	14
o) I was worried about repercussions from the other person/people involved	<input type="checkbox"/>	15
p) I didn't know what to do	<input type="checkbox"/>	16

IF YOU MADE A FORMAL COMPLAINT, PLEASE ANSWER Q26, IF NOT GO TO Q29

26: How satisfied are you with the following? Please tick one box per question

	Dissatisfied	Neither satisfied or dissatisfied	Satisfied
a) The availability of information about how to make a complaint	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
b) Your understanding of how to make a complaint	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
c) Treatment of you by the people who handled the complaint	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
d) The amount of time it took / is taking to resolve the complaint	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
(e) How well you were kept informed about the progress of your complaint	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
(f) How well the outcome of the investigation was explained to you	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

27: Did you suffer any negative consequences from making a formal complaint throughout the process and/or afterwards? Please tick one box only

Yes 1 Now go to Q28 No 2 Now go to Q29

28: If yes, please give details. Please tick all that apply

- | | | |
|---|--------------------------|---|
| a) I no longer enjoyed my work | <input type="checkbox"/> | 1 |
| b) I felt uncomfortable at work | <input type="checkbox"/> | 2 |
| c) My work environment became unpleasant | <input type="checkbox"/> | 3 |
| d) I didn't do my job as well as before | <input type="checkbox"/> | 4 |
| e) My motivation was lower | <input type="checkbox"/> | 5 |
| f) I was embarrassed | <input type="checkbox"/> | 6 |
| g) I received negative comments from colleagues | <input type="checkbox"/> | 7 |
| h) I lost respect for the people involved | <input type="checkbox"/> | 8 |
| i) I felt excluded from my team | <input type="checkbox"/> | 9 |

PROTECT - PERSONAL DATA (When Completed)

PROTECT - PERSONAL DATA (When Completed)

j) I experienced depression and / or anxiety	<input type="checkbox"/>	10
k) I thought about leaving the Army	<input type="checkbox"/>	11
l) I had health problems	<input type="checkbox"/>	12
m) I received a lower than expected performance evaluation	<input type="checkbox"/>	13

SECTION 3 - Preventing and Dealing with Sexual Harassment

EVERYONE TO ANSWER THIS SECTION

29: Do you personally believe there is a problem with sexual harassment in the Army? *Please tick one box only*

Yes 1 No 2 In some parts 3 Don't know 4

30: Do you personally believe there is a problem with sexual harassment in your unit / team? *Please tick one box only*

Yes 1 No 2

31: To what extent do you think the Army tries to prevent sexual harassment? *Please tick one box only*

a) To a very large extent	<input type="checkbox"/>	1	<input type="checkbox"/>	<input type="checkbox"/>
b) To a large extent	<input type="checkbox"/>	2	<input type="checkbox"/>	<input type="checkbox"/>
c) To a moderate extent	<input type="checkbox"/>	3	<input type="checkbox"/>	<input type="checkbox"/>
d) To a small extent	<input type="checkbox"/>	4	<input type="checkbox"/>	<input type="checkbox"/>
e) Not at all	<input type="checkbox"/>	5	<input type="checkbox"/>	<input type="checkbox"/>

32: In your opinion, to what extent does the Army support those who are being or have been sexually harassed? *Please tick one box only*

a) To a very large extent	<input type="checkbox"/>	1	<input type="checkbox"/>	<input type="checkbox"/>
b) To a large extent	<input type="checkbox"/>	2	<input type="checkbox"/>	<input type="checkbox"/>
c) To a moderate extent	<input type="checkbox"/>	3	<input type="checkbox"/>	<input type="checkbox"/>
d) To a small extent	<input type="checkbox"/>	4	<input type="checkbox"/>	<input type="checkbox"/>
e) Not at all	<input type="checkbox"/>	5	<input type="checkbox"/>	<input type="checkbox"/>

PROTECT - PERSONAL DATA (When Completed)

33a: If you thought sexual harassment was happening to someone, would you personally try and stop it? *Please tick one box only*

Yes 1 No 2 Depends 3 (Please specify below)

Please specify

33b: Why wouldn't you stop sexual harassment if you thought it was happening? *Tick all that apply*

- a) None of my business 1
- b) People senior to me might be involved 2
- c) The person being harassed should sort it out themselves 3
- d) I wouldn't want the hassle 4
- e) I wouldn't want to stand out 5
- f) I don't believe the system would support me 6
- g) It's difficult if there are small or one-off incidents 7
- h) Other 8 (Please specify below)

If you ticked Other, please give details

PROTECT - PERSONAL DATA (When Completed)

PROTECT - PERSONAL DATA (When Completed)

34: How effective do you think the following measures are or would be in preventing sexual harassment in the Army? Please tick one box per question

	Not effective at all	Not very effective	Neutral	Effective	Very effective
a) Operating a zero tolerance policy towards sexual harassment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b) Awareness training for all personnel about sexual harassment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c) Training for line managers about preventing sexual harassment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d) Sanctions being taken against those who sexually harass others	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e) Sanctions being taken against managers / supervisors / leaders who allow sexual harassment to continue	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f) Other (Please specify below)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

If you ticked Other, please give details

35: How effective do you think the following measures are or would be in dealing with sexual harassment in the Army? Please tick one box per question

	Not effective at all	Not very effective	Neutral	Effective	Very effective
a) Having good information about where to go to for help	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b) Training for line managers about dealing with sexual harassment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c) Having people who could help sort out a sexual harassment problem without me having to make a formal complaint	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d) Having a complaints procedure that works	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e) Other (Please specify below)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

If you ticked Other, please give details

PROTECT - PERSONAL DATA (When Completed)

36: Do you have any other ideas about what would be effective in stopping sexual harassment in the Army? If so please use the box below to provide details. Continue onto another sheet if necessary.
Please do not include any personal details about yourself or others.

Please specify below

A large, empty rectangular box with a thin black border, intended for the respondent to provide details about their ideas for stopping sexual harassment in the Army. The box is currently blank.

PROTECT - PERSONAL DATA (When Completed)

PROTECT - PERSONAL DATA (When Completed)

37: Do you have any other comments about sexual harassment? If so please use the box below to provide details. Continue onto another sheet if necessary. *Please do not include any personal details about yourself or others.*

Please specify below

PROTECT - PERSONAL DATA (When Completed)

PROTECT - PERSONAL DATA (When Completed)

Thank you for taking the time to complete this questionnaire.

Please return the questionnaire in the accompanying pre-paid envelope. If you are based overseas (including Northern Ireland) you must return the envelope via the Service mail system.

**If you feel you are subject to Bullying, Harassment and Discrimination (BH&D):
Don't Suffer! Consider all of the available help listed below:**

- Talk to a mate
- Inform your Boss
- Speak to a higher level in your Unit Chain of Command
- Approach the Unit Equality and Diversity Advisor (EDA) or Assistant EDA
- Talk to Welfare Officer, Padre or Civilian Chaplain to the Military
- Phone Confidential BH&D Helpline (Civ: 01264 381922 Mil: 943917922)
- Request Mediation through your EDA, Chain of Command or BH&D Helpline
- Consider submitting Service Complaint through your EDA or Chain of Command
- Contact the Service Complaints Commissioner: scc@armedforcescomplaints.independent.gov.uk

PROTECT - PERSONAL DATA (When Completed)

ANNEX B

FOCUS GROUP SCHEDULE

WORKING ENVIRONMENT AND BEHAVIOUR

Q1. What types of behaviours do you think constitutes sexual harassment?

If necessary, prompt with some examples such as:

- Posters/calendars of women/men
- Unwanted comments
- Jokes

Q2. What kind of behaviour do you think is going 'too far'?

Q3. Do you think sexual harassment is a problem in the Army?

Q4. Why do you think sexual harassment occurs in the Army?

Q5. Are there any conditions/situations within the Army that make sexual harassment more likely?

If necessary, prompt with some examples such as:

- Exercises
- Tours/operations
- Outside of work/when socialising

PREVENTING AND DEALING WITH SEXUAL HARASSMENT

Q6. Are you aware of the measures in place to prevent and manage sexual harassment?

If necessary, prompt with some examples such as:

- Operating a zero tolerance policy towards sexual harassment
- Awareness training for all personnel about sexual harassment
- Training for line managers about preventing sexual harassment
- Penalties being taken against those who sexually harass others
- Penalties being taken against managers / supervisors / leaders who allow sexual harassment to continue

Q7. How effective do you think these measures are?

Q8. Is this enough?

Q9. What sort of things do you think would be effective in preventing sexual harassment in the Army?

Q10. What types of support are important?

Do you have any other comments or questions?

ANNEX C

PARTICIPANT INFORMATION SHEET

STUDY TITLE

Sexual harassment: a study of Army Servicemen and Servicewomen

INVITATION TO TAKE PART

We would like to invite you to take part in a research study. Before you decide to take part, please read the following information carefully and talk to others about the study if you wish, so that you understand why the research is being done and what it will involve. Ask us if there is anything that is not clear or if you would like more information. Take time to decide whether or not you want to take part.

WHAT IS THE PURPOSE OF THE RESEARCH?

The aim of the study is to understand better the nature and extent of sexual harassment within the Army, what impact this has on Service personnel, and how effectively the Army prevents and manages it.

WHO IS DOING THIS RESEARCH?

The study is being lead by Dr. Sylvia James-Yates, who works for the Directorate of Personnel Capability at Army HQ, Andover.

WHY HAVE I BEEN INVITED TO TAKE PART?

You have been invited at random to take part.

DO I HAVE TO TAKE PART?

Taking part in the study is entirely voluntary. The study is described in full here, but if you have any further questions please contact Dr. Sylvia James-Yates on Army PersCap-Survey@mod.uk

WHAT WILL I BE ASKED TO DO?

You have been invited at random to participate in a focus group, which will explore the issues raised in the questionnaire in more detail.

You will be asked to take part in a discussion with approximately seven other people who will be of the same gender and of similar rank to you. The discussion will last no more than 2 hours. You will be asked questions about sexual harassment in the Army, such as whether you believe there is an issue, and what the Army could do to prevent and manage it. You will not be asked to talk about your personal experiences (if applicable) of sexual harassment or about specific details of experiences you may have encountered.

You will not be asked to write anything down. The facilitator will be taking notes during the session, but will not include any identifiable information. Any responses you give during the session will be not be linked to you.

WHAT ARE THE BENEFITS OF TAKING PART?

You will have the opportunity to provide feedback to those who make decisions about equality and diversity, and may help to improve the Army sexual harassment policies. You may also gain knowledge of what support is available to personnel affected by sexual harassment.

WHAT ARE THE POSSIBLE DISADVANTAGES AND RISKS OF TAKING PART?

There is a risk that you may find some of the issues discussed upsetting or distressing, but you will not be asked to talk about anything that you do not want to.

CAN I WITHDRAW FROM THE RESEARCH AND WHAT WILL HAPPEN IF I DON'T WANT TO CARRY ON?

You are free to withdraw at any time, without giving a reason, and the chain of command will not be informed.

ARE THERE ANY EXPENSES AND PAYMENTS WHICH I WILL GET?

No

WILL MY TAKING PART OR NOT TAKING PART AFFECT MY SERVICE CAREER?

Your participation is completely voluntary and any information you give will be anonymous. We will not record whether you have participated or not, so this will not affect your Service career in any way.

WHOM DO I CONTACT IF I HAVE ANY QUESTIONS OR A COMPLAINT?

Please contact the Chief Investigator Dr. Sylvia James-Yates on Army PersCap-Survey@mod.uk. If, however, you do not wish to complain to the Chief Investigator please contact the MoDREC secretariat by email (ethics.sec@dstl.gov.uk) or telephone (0207 218 2512).

WHAT HAPPENS IF I SUFFER ANY HARM?

In the unlikely event of you suffering any harm, you are covered by the provisions of the Ministry of Defence no-fault compensation scheme.

WILL MY RECORDS BE KEPT CONFIDENTIAL?

Any information obtained during this study will remain confidential as to your identity. You may ask the researcher for copies of all papers, reports and other published or presented material. All information will be subject to best practice in principles of research. Your information will only be seen by those who are doing the research. The information that is kept will also comply with the Data Protection Act 1998.

Please be aware that any criminal or other serious disclosures requiring action discovered during the course of the study will be passed to the Chain of Command, depending on the issue.

Data, including paper records and computer files, will be held for 100 years after the end of the study in conditions appropriate for the storage of personal information.

WHO IS ORGANISING AND FUNDING THE RESEARCH?

The research is being organised and funded jointly by the Directorate of Personnel Capability, and the Directorate of Manning (Army).

WHO HAS REVIEWED THE STUDY?

All research on MoD/Service personnel is looked at by an independent group of people, called a Research Ethics Committee which has been engaged to protect your safety, rights, well-being and dignity. This study has been reviewed and approved by the MoD Research Ethics Committee.

FURTHER INFORMATION AND CONTACT DETAILS.

Please contact Dr. Sylvia James-Yates on Army PersCap-Survey@mod.uk

COMPLIANCE WITH THE DECLARATION OF HELSINKI.

This research is not considered medical.

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