

SCOAF Investigations

- In Q1 2021, the Ombudsman received 89 investigation applications. This represents an increase of 53% when compared to Q4 2020 (58 requests), and an increase of 17% when compared to Q1 2020 (76 requests).
- The most frequently requested types of investigation applications concerned undue delay and admissibility decisions.
- 88% of all investigation applications were considered eligible for investigating.
- In the last 12 months, the Royal Navy² had the highest upheld rates for Admissibility Decisions at 26% and the RAF had the lowest with 20%. The Army had an upheld rate of 21%.
- In the last 12 months, the Army had the highest upheld rates for Undue Delay at 75% and the Royal Navy² had the lowest with 59%. The RAF had an upheld rate of 69%.
- In Q1 2021, 71% of eligible investigation requests closed were within SCOAF timeliness targets. There was a 67% timeliness rate for admissibility decision investigations, a 65% timeliness rate for undue delay investigations, 86% for maladministration investigations and 88% for substance investigations.
- As of 31st March 2021, we have 27 unallocated substance and maladministration cases - an increase of 4 cases since 31st December 2020 (23 cases).

Chart 1: Investigation applications to SCOAF by case type, Q1 2021

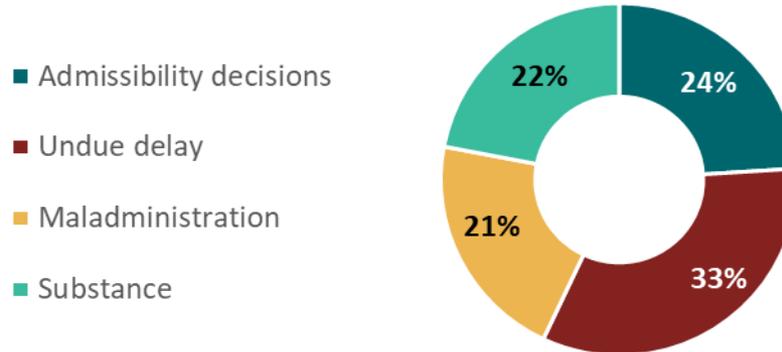
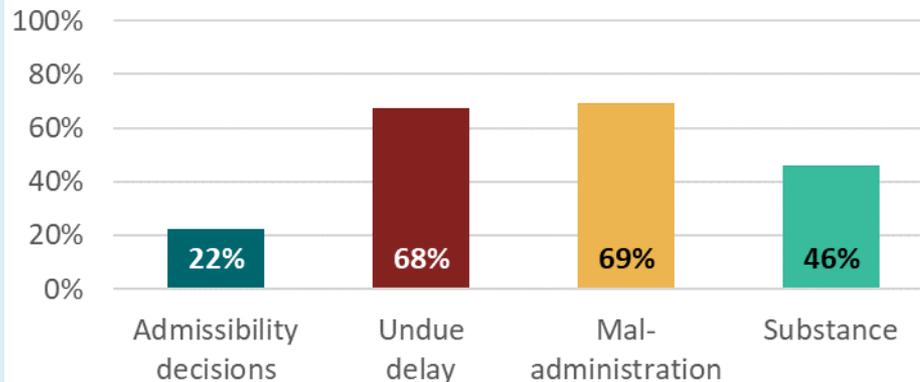


Chart 2: SCOAF investigation upheld rate¹ by case type for the last 12 months, April 2020 – March 2021



1. Investigations upheld in favour of the complainant fully or partially.
2. Includes Royal Marines

Quarterly Statistical Report

This report presents key findings from the casework of the Service Complaints Ombudsman for the Armed Forces. It supplements data released in the [Annual Report](#)

Figures presented are **provisional** and are subject to later revision. They are produced in the spirit of the [Code of Practice for Official Statistics](#)

SCOAF Investigations

The Ombudsman's powers of investigation are limited to:

- Review of **admissibility decisions**
- Undue delay** in the handling of a Service complaint or Service matter
- Substance** (merits) of a Service complaint that has been finally determined
- Maladministration** of a Service complaint that has been finally determined

Tri Service 'red flag' cases

- At end of Q1 2021, the three Services had 403 'red flag' complaints open – a 7% decrease on the end of Q4 2020 (435 complaints), and a decrease of 17% on the end of Q1 2020 (485 complaints).
- The Royal Navy³ reported a 13% increase from 12 months ago, in the number of red flag cases (from 98 cases to 111 cases) while the Army reported a 27% decrease (from 313 cases to 229 cases) and the RAF reported a 15% decrease (from 74 to 63 cases).
- 54% of 'red flag' cases have been open for more than double the target period (48 weeks).
- On average (median⁴), cases have spent 27.4 weeks beyond the 24 week target.
- The average (median⁴) time a red flag case has spent beyond the 24 week target is 31.0 weeks for the Royal Navy³, 28.4 weeks for the Army and 24.0 weeks for the RAF.
- The average (median⁴) time beyond target time for red flag cases has fallen by 40% over 12 months for the Royal Navy³ (from 51.4 weeks to 31.0 weeks), while the Army reported an 15% increase (from 24.7 weeks to 28.4 weeks) and the RAF reported a 20% decrease (from 30.1 weeks to 24.0 weeks).

Chart 3: Number of Service complaints (tri Service) beyond 24 week target (i.e. red flag cases)

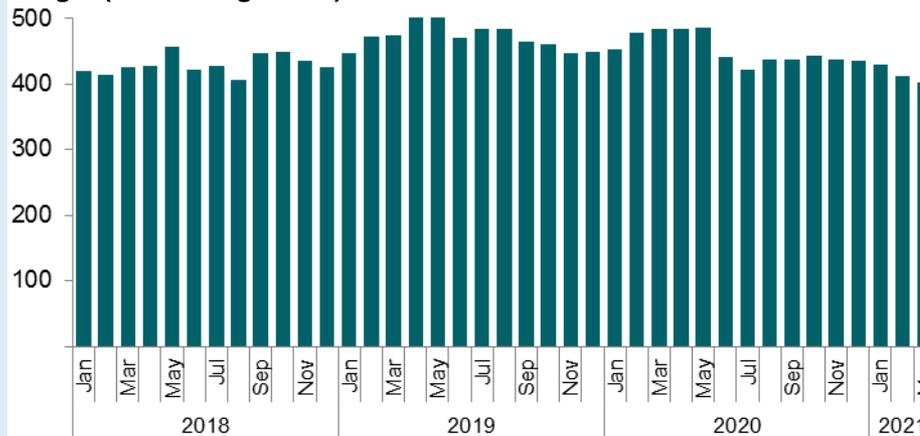
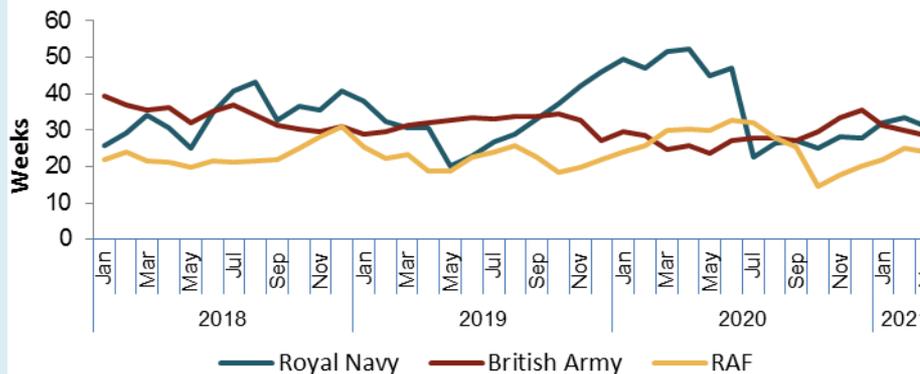


Chart 4: Median⁴ number of weeks spent over 24 week target for red flag cases by Service



3. Includes Royal Marines

4. The median is a type of average. The median case is the mid-ranked case of all cases ranked by number of weeks spent over target. The median number of weeks spent over target is the median case's number of weeks spent over target.

Tri Service 'red flag' cases

From January 2013, the Services were tasked by the Ministry of Defence (MOD) to resolve 90% of Service complaints within a 24-week timeline. 'Red flag' cases are those which have exceeded this target. It is a Key Performance Indicator as set out by MOD.

Quarterly Statistical Report issued by

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About the data

SCOAF caseload data was extracted from the SCOAF casework system as at 31st March 2021.

Data on the tri Service 'red flag' cases was extracted from Joint Personnel Administration system (JPA) as at 31st March 2021.