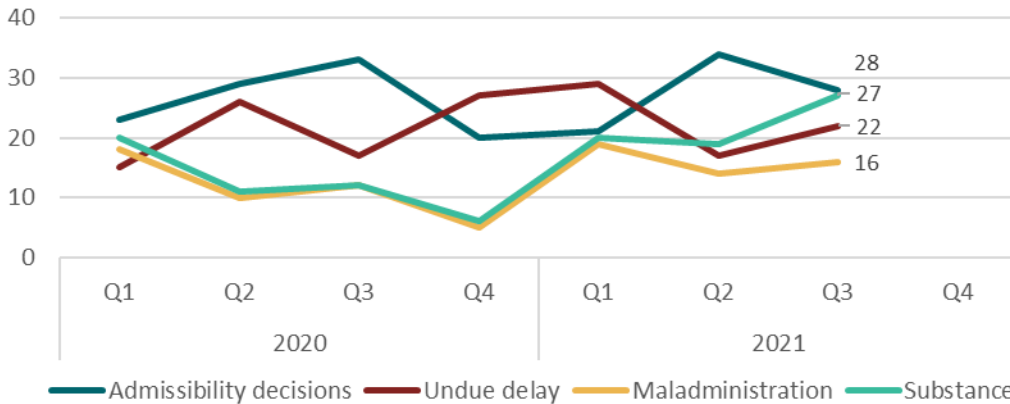


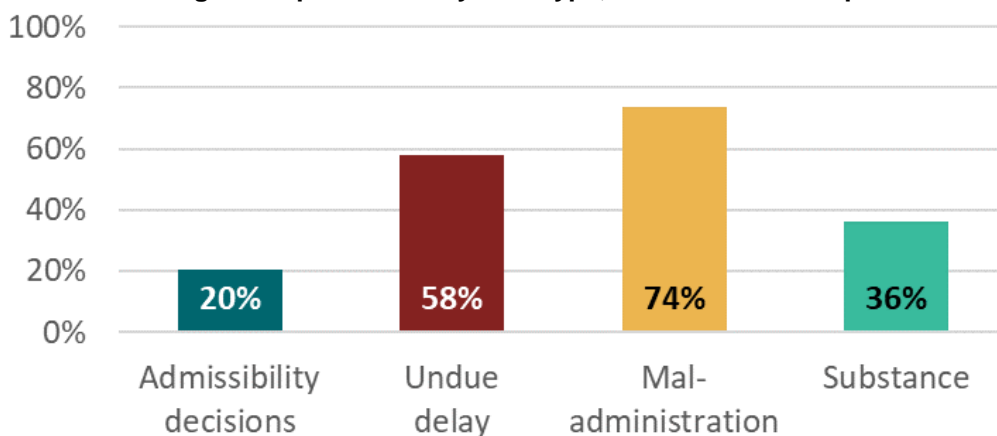
Quarterly number of investigation applications to SCOAF by case type, 2020 - 2021



Volume of SCOAF Investigations

- In Q3 2021, the Ombudsman received 93 investigation applications. This represents an increase of 11% when compared to the previous quarter (84 applications in Q2 2021), and an increase of 26% when compared to the same period last year (74 applications in Q3 2020).
- The most frequent types of investigation applications concerned admissibility decisions (30% of investigations) and the substance of a complaint (29%). Undue delay accounted for 24% of investigation applications and maladministration accounted for 17%.
- 67% of all investigation applications were accepted for investigating.

SCOAF investigation upheld rate¹ by case type, October 2020 – September 2021



¹ Investigations upheld in favour of the complainant fully or partially.

Upheld rates for SCOAF Investigations

- In the last 12 months, the Army had the highest upheld rates for admissibility decisions at 24% and the Royal Navy had the lowest with 16%. The RAF had an upheld rate of 18%.
- In the last 12 months, the Royal Navy had the highest upheld rates for undue delay at 59% and the RAF had the lowest with 55%. The Army had an upheld rate of 58%.

Timeliness rates for SCOAF Investigations

- In Q3 2021, 90% of eligible investigation requests closed were within SCOAF timeliness targets. There was a 96% timeliness rate for admissibility decision Investigations, a 94% timeliness rate for undue delay investigations, 75% for maladministration investigations and 78% for substance investigations.
- As of 30th September 2021, we have 25 unallocated substance and maladministration cases.

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

Please note: Complainants can submit multiple applications in the same quarter (e.g. maladministration and substance) and therefore be counted in multiple application categories.

Number of Service Complaints beyond 24 week target (i.e. red flag cases)



Number of red flag cases

- At end of Q3 2021, the three Services had 325 'red flag' complaints open – a 7% decrease on 3 months previously (349 complaints in Q2 2021), and a decrease of 26% on the same time last year (438 complaints in Q3 2020).
- The Royal Navy reported a 10% decrease from 12 months ago, in the number of red flag cases (from 111 cases to 100 cases) while the Army reported a 40% decrease (from 268 cases to 162 cases) and the RAF reported a 7% increase (from 59 to 63 cases).

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
Service Complaints
Ombudsman for the Armed
Forces,
PO Box 72252,
London SW1P 9ZZ.

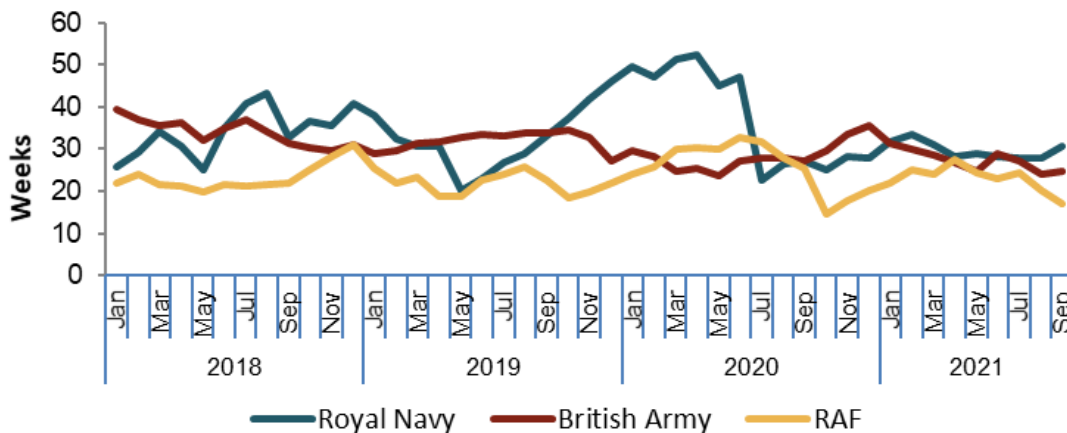
Press enquiries
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About the data
SCOAF caseload data was extracted from the SCOAF casework system as at 30th September 2021.

Data on the tri Service 'red flag' cases was extracted from Joint Personnel Administration system (JPA) as at 30th September 2021.

Median² number of weeks spent over 24-week target for red flag cases by Service



2. 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.

Duration of Red Flag cases

- 54% of 'red flag' cases have been open for more than double the target period (48 weeks).
- On average (median), cases have spent 26 weeks beyond the 24 week target.
- The average (median) time a red flag case has spent beyond this target is 31 weeks for the Royal Navy, 25 weeks for the Army and 17 weeks for the RAF.
- The average (median) time beyond target time for red flag cases has, over 12 months, increased by 13% for the Royal Navy (from 27 weeks to 31 weeks), while the Army reported an 8% decrease (from 27 weeks to 25 weeks) and the RAF reported a 33% decrease (from 25 weeks to 17 weeks).